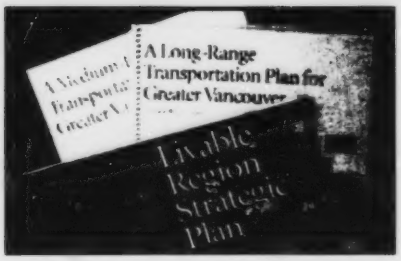

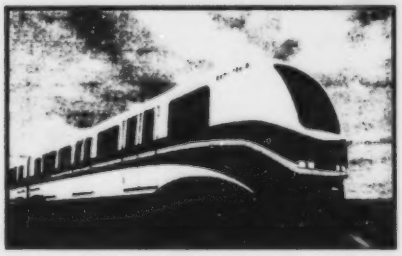

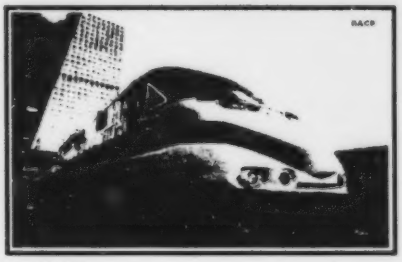

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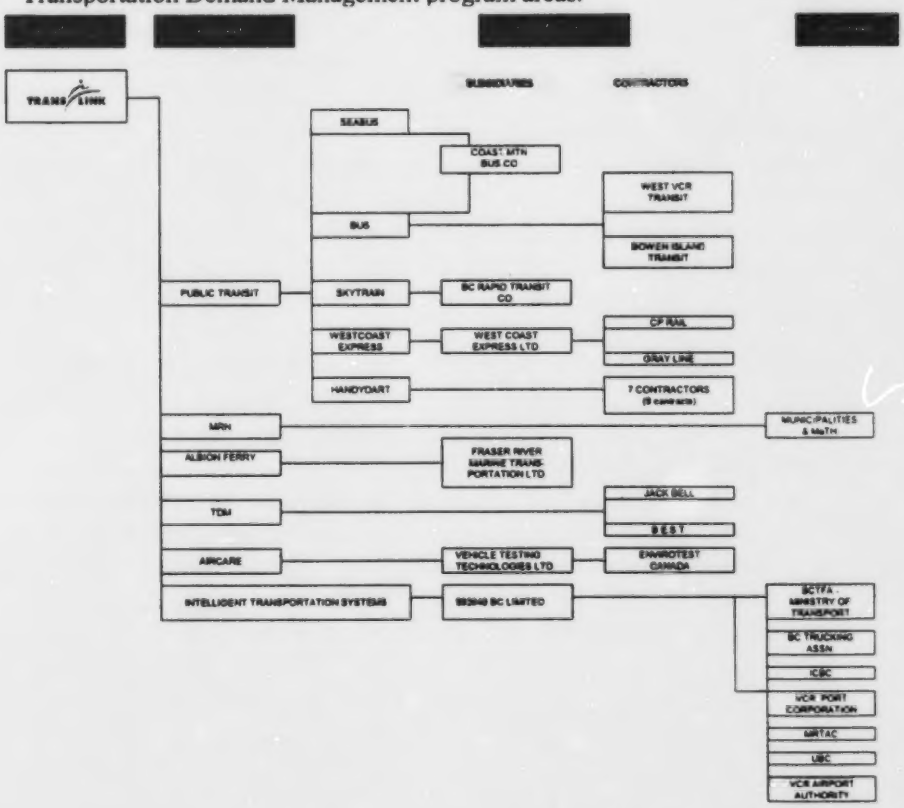
Executive Summary

Context

This is the second Program Plan for the Greater Vancouver Transportation Authority, known as TransLink and it outlines the new services proposed for the year 2000. TransLink was created by the Province and the GVRD in order to provide regional autonomy and responsibility for regional transportation issues. The organizational structure of TransLink illustrates that one of the key challenges is to integrate and coordinate decision making to achieve a harmonious balance of transportation options.

TransLink activities are grouped into four program areas: Major Roads, Transit, Transportation Demand Management and AirCare. These program areas reflect the major issues identified in the Livable Region Strategic Plan: concerns about traffic congestion and its impacts on travel times, goods movement, safety, and air quality resulted in the creation of the Major Roads and AirCare program areas; concerns about air quality, travel time, cost of new road infrastructure, and mode choice are the focus of the Transit and Transportation Demand Management program areas.



The mandate of TransLink is to:

- Invest in transportation infrastructure and maintenance that will support the region's growth management strategy, economic development and air quality objectives;

- Provide planning and funding support on the designated major road network (MRN) that will improve the movement of people and goods across the region;

- Improve the availability and the attractiveness of transit services to increase transportation modal choice and reduce reliance on single occupant vehicles;

- Implement transportation demand management (TDM) policies and programs that will reduce traffic congestion and improve air quality.

Program initiatives proposed for 2000 reflect the new roles and responsibilities established among TransLink at the operating subsidiaries and contractors. Coast Mountain Bus Company assumed responsibility for operating the former BC Transit bus system while Fraser River Marine Transportation assumed responsibility for the Albion Ferry from the Ministry of Transportation and Highways. BC Rapid Transit Company (SkyTrain) and West Coast Express (commuter rail) were transferred from the Province, while the transfer of AirCare from ICBC was completed in September 1999.

Objectives

The 2000 Program Plan objectives are to:

- Pursue new transit and transportation services that complement the strategies and plans developed during 1999 as part of the Strategic Transportation Plan and the Transit Area Plans;

- Promote and encourage co-ordination between various programs within TransLink particularly between the MRN and transit investments

- Improve the monitoring and customer feedback provided on the performance of TransLink programs.

Highlights of the Program Areas

Major Road Network

The MRN consists of 2,190 lane-km of roads that provide access to regional land uses and carries significant volumes of automobiles, buses and trucks. The MRN is managed through an innovative partnership with the municipalities: the municipalities are responsible for operations, maintenance, rehabilitation and construction works. A co-ordinated approach to funding, planning and developing the network is achieved through the Major Roads Technical Advisory Committee (MRTAC), which consists of municipal representatives. In 2000, a review of the MRN criteria will be undertaken by the MRTAC to ensure compatibility with directions contained in the Strategic Transportation Plan.

Municipalities have submitted 49 cost-sharing for consideration for funding in 2000. TransLink and the MRTAC will be reviewing these submissions and prioritizing those that will fit with the proposed $15 million capital budget.

In 1999 TransLink approved a two year capital budget of $2.6 million specifically for Transit Related Road Infrastructure (TRRI). Working in partnership with municipalities and the BCTFA, a number of transit infrastructure projects are being designed for construction during 2000 such as the bus priority lane and cycle path along sections of Willingdon Avenue in central Burnaby.

The Albion Ferry continues to operate at capacity, with long queues during the peak periods as well as during the weekends and summers. TransLink will investigate the feasibility of operating a minibus service with loading priority to connect Langley with Haney Town Centre. This type of service would provide regular users of the Albion Ferry an alternative to single occupant automobile travel.

Transit

The largest program of TransLink in terms of service and budget is Transit. Transit service is planned by TransLink and it is delivered through operating subsidiaries and contractors to TransLink. All services combined provide an average of 421,000 trips daily, which are estimated to be 11% of the total trips (by all modes) made in the region. Conventional transit ridership is expected to increase by 1.8% in 2000 corresponding with a relatively slow economic recovery and low population increases. However, a fare increase under consideration by the Board will likely dampen ridership increases over the short term.

TransLink will receive 53 articulated buses and 54 low floor 40 foot buses (107 total) during 2000, of which 59 are available for service expansion. Approximately half of the expansion vehicles are commited to providing the Richmond –Vancouver B-Line (Rapid Bus) and a much improved Richmond local service, as planned for in previous years. As a result, there are approximately nine articulated and 26 regular buses available for new service elsewhere in the region.

In addition, 10 highway style buses are being held back from retirement this year, until the new Express Bus order arrives in 2001. These buses will be operated on routes using Highway #99, until the new buses arrive.

The 2000 Program Plan identifies transit service enhancements that will increase the number of service hours provided by 1.3% during the year. The full year impact of these changes represents a 4.2% increase over the 2000 status quo, or 196,000 new service hours. While this is a significant increase, it still falls short of the level of expansion identified to fully meet the goals of the GVRD's Livable Region Strategic Plan. Many of the new service hours are directed at building a transit market between key regional town centres in order to support the Livable Region Strategic Plan. Ridership is expected to build over the course of several years.

Richmond-Vancouver B-Line – The region's second B-Line service will be commissioned between September and December 2000. After the December official opening it will provide frequent, direct, and simple to use service between Richmond City Centre, the Airport and Vancouver. The service will provide frequencies comparable to SkyTrain for most to the day, and travel times between Richmond and downtown Vancouver will be reduced to 40 minutes or less. Ridership forecasts estimate that the combination of improved local services and the B-Line will result in 750,000 new rides annually.

Increase Local Richmond Services: Local bus frequencies will be improved throughout the day to bring them up to levels similar to other inner suburbs. A new transit station is proposed for Lansdowne in the City Centre.

Improved Connections to Post Secondary Institutions: UBC is a major transit market that has potential to grow. The primary UBC market is Vancouver, while an important secondary market is Richmond; therefore, service enhancements are proposed to upgrade transit from Richmond City Centre, introduce a limited stop peak period service along 41st Avenue in Vancouver, and increased #99 B-Line service. Service enhancements are also proposed for SFU-Coquitlam City Centre, and Kwantlen College - Surrey City Centre.

Extended Peak Period Service on Willingdon Avenue: With longer retail and entertainment hours, coupled with increased employment growth and BCIT evening classes, additional service is required later into the evening. It is proposed to double the frequency from 30 minutes to 15 minutes until approximately 9:30 p.m. There will be less crowding, and ridership increases in response to the improved services.

Increase Service Frequency on Vancouver Trolley Corridors: During evening and weekends a number of routes in the City of Vancouver are experiencing over crowding in the evening and weekends. Service will be increased from 15-20 minutes to 10-12 minutes during busy times on the major routes in Vancouver. Some ridership increases are expected in response to the service improvements during the off peak.

Introduce Trolley Bus Service to Stanley Park: The City of Vancouver, the BC Transportation Financing Authority, ICBC, the Vancouver Parks Board and TransLink have agreed to relocate the Chilco bus loop to the Children's Farmyard area in Stanley Park. Trolley service will be extended into Stanley Park along Pipeline Road, with improvements to traffic separation on Georgia Street entering and exiting the Park. The long term objective is to remove private automobile traffic from the Lions Gate Bridge by 2030.

Improved Service North Shore and Downtown Vancouver: The #210 service across the Second Narrows to Vancouver will be doubled during the day from 30 minutes to every 15 minutes. Service across the Lions Gate on the #240 will also be doubled during the midday from 30 minutes to 15 minutes, and the 15 minute frequency will be extended until approximately 9:30 p.m. to accommodate high volumes of passengers travelling from downtown Vancouver. This improved service will build higher ridership from the North Shore to downtown Vancouver.

North Delta - Surrey to Richmond City Centre Connector: The Area Transit Planning process has confirmed a market for transit service between Surrey and Richmond. A direct link between these two communities will tap this market and support regional policy objectives.

SkyTrain: While no new cars will be added until 2001, improved customer safety and security will be achieved with the installation of closed circuit television cameras in passenger elevator cabs and an upgrade of concourse lighting at several stations.

SeaBus: A contingency of 100 service hours for SeaBus has been established to provide 15-minute service on the four Sunday afternoons as well as evenings if required during the Lions Gate Bridge reconstruction.

handyDART: The proposed 2000 Accessible services program will increase handyDART service hours by 3%.

West Coast Express: By November 2000 all new cars will have arrived, allowing for trains to be expanded to 34 operating cars and three spare cars, representing a 8% increase in service hours and expanded capacity. An additional TrainBus service is also proposed.

Innovative Services

Community Bus 2000: TransLink is proposing a totally new service design for the Semiahmoo Peninsula to be implemented in 2000, for which competitive tenders would be issued. This service would feature:

i) four community shuttle routes operating on 30 - 60 minute frequencies and using ten (includes spares) 22 passenger minibuses to provide connections to regional transit services;

ii) an evening flexible route system which uses up to four passenger vans or taxis, and provides service within four districts in the Peninsula to regional services at the White Rock/South Surrey Centre.

The new Community shuttle service for the Semiahmoo Peninsula is expected to improve the local service cost recovery from 8.8% to 14.4%, and increase ridership annually from 253,000 boarded passengers to 325,000 boarded passengers after one year of service.

Burnaby Heights TaxiBus: A taxi van operating on a fixed route and schedule during the daytime and a flexible route after 7:00 p.m. is proposed to provide service to existing customers while cutting costs by over 50%.

Transportation Demand Management: New program initiatives are proposed to introduce a Photo ID Employer Pass, a Station Car Pilot project, Telework Pilot Project, and to increase ride-share awareness.

Bicycle Program: Bike racks will be installed on all buses in Richmond, South Delta, Surrey, the Northeast sector and diesel buses serving the Vancouver-Burnaby cross-town routes. It is proposed that a capital funding program be established to cost share significant cycling facility developments with municipalities.

AirCare: By September 2000, the next generation of emissions inspection and maintenance program will be implemented by AirCare to ensure more comprehensive testing and quality repairs.

Support Initiatives

The Area Transit Planning Program: Two area plans, the Northeast Sector and Burnaby /New Westminster Plans will be undertaken in 2000.

Launch Inter-Active Voice Response System: The customer information phone service will be enhanced by a new hands free interactive voice information system. Customers will be able to receive route and schedule information during phase 1. This system will increase the number of calls responded to from 1.6 million up to 5 million calls annually.

Web Site Enhancement: the TransLink Internet site will record over 800,000 sessions during 2000. It is planned to provide customers the opportunity to produce their own trip plans on the web site with the latest version of Coast Mountain Bus scheduling software.

On Street Information: There will be an increase of 1,000 locations with InfoTube information bringing the total to 1,475 bus stop locations.

Transit System Monitoring: TransLink proposes to double the amount of resources for transit service monitoring from 0.6% of total service hours to 1.5% of service hours. This would allow all routes in the system to be checked on one weekday, one Saturday and one Sunday.

Summary of Transit Services

Name	2000 Status Quo	% Fiscal Expansion Over Status Quo	2000 Expansion Fiscal Year	Total Service Hours Fiscal 2000	2000 Expansion Annualized Service Hours	% Annual Expansion	Service Hours Base 2001 Estimated
Coast Mountain Bus	3,496,778	1.5%	51,180	3,547,958	129,100	3.7%	3,625,878
SeaBus	10,445	1.4%	150	10,595			10,445
SkyTrain	624,719			624,719			624,719
West Coast Express	29,744	0.8%	249	29,993	762	8.2%	32,183
West Vancouver Bus	99,436	2.5%	2,470	101,906	3,800	3.8%	103,236
Bowen Island	4,427			4,427			4,427
Community Bus			2,440	2,440	42,300		42,300
Taxi Bus			2,020	2,020	6,200		6,200
Custom Transit	437,991	0.8%	3,500	441,491	14,000	3.2%	451,991
Total Conventional Hours of Service	4,265,549	1.4%	58,509	4,324,058	182,162	4.3%	4,449,388
Total Hours of Service including Custom	4,703,540	1.3%	62,009	4,765,549	196,159	4.2%	4,901,379

In summary, conventional transit services will expand by 1.4% during 2000, as new services begin at various times of the year to coincide with seasonal schedule changes. The full year impact of this service increase beginning January 2001 will result in a 4.2% increase over the base 2000 services

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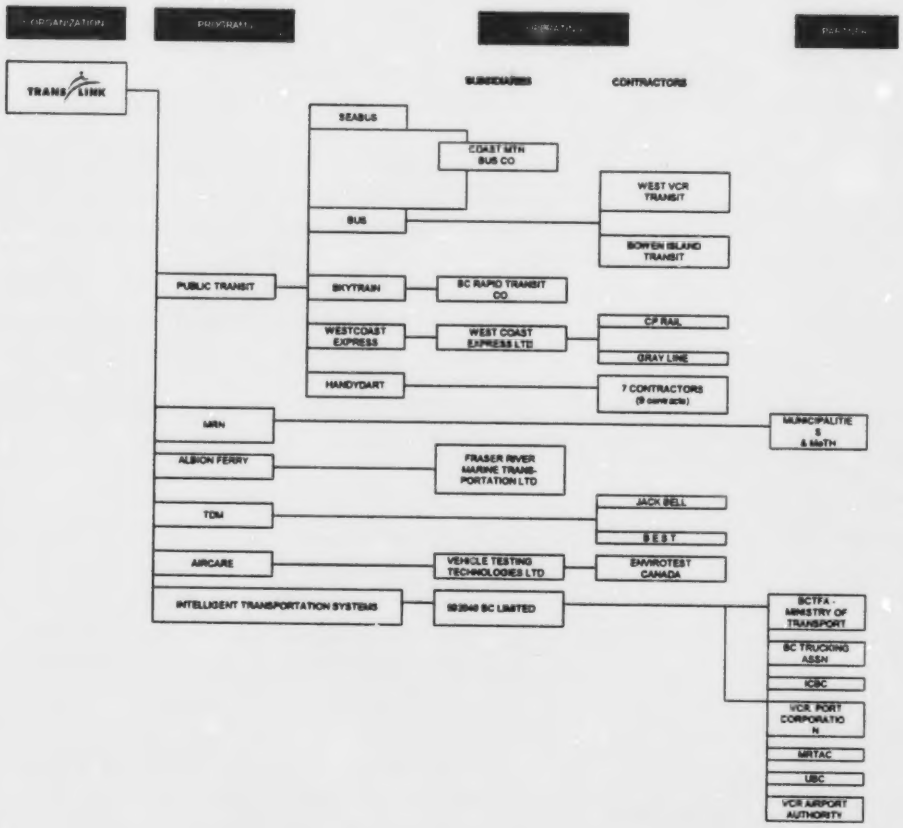
TransLink –
The Regional Transportation Network

Purpose

This is the second Program Plan for TransLink and it outlines the new services proposed by the organization until December 31, 2000. There are four main program areas: Major Roads, Transit, Transportation Demand Management and AirCare.



The purpose of TransLink is to plan and implement transportation services and facilities as well as manage travel demand and AirCare.

TransLink proposes to accomplish the following:

- Continue to integrate transportation programs with land use, and support the objectives of the Livable Region Strategic Plan;
- Develop transit and transportation improvements which are desired by the regional community;
- Introduce innovative solutions to transportation problems;
- Increase transit ridership; and
- Consult with customers, the public at large and with municipal partners on the development of new transit and transportation services and products.

More specifically the purpose of TransLink is to:

- Improve transit services and implement transportation demand management (TDM) to increase transportation modal choice and reduce reliance on single occupant vehicles;
- Support a major road network (MRN) to improve the movement of people and goods across the region; and
- Provide transportation investments that support the Livable Region Strategic Plan, economic development and air quality objectives.

Regional Transportation Network

The regional transportation system consists of a multi-modal transit system and a substantial road network. The transit system includes 1,100 buses and trolleys, a 28 kilometre SkyTrain rapid transit system with 150 cars, two SeaBus passenger ferries, a 65 kilometre West Coast Express (WCE) commuter rail line and 230 handyDART vehicles, which serves the needs of people with disabilities. The bus fleet, the largest component of the system, operates on 177 routes, many of which connect with SkyTrain, WCE and SeaBus.

The regional transit system is the largest urban transit district in Canada; stretching from Lions Bay to White Rock and Bowen Island to Aldergrove. In 1999, it ranked third in ridership (after Toronto and Montreal) with 125 million revenue passengers annually and an average of 421,000 trips on a daily basis.

TransLink Profile

Population: 2.2 million
Service Area: 1,800 sq.km.

MRN Kilometres: 2,190
MRN Bridges: Granville St.
Cambie St.
Knight St.
Pattullo
Ferries: Albion (2 vessels)

AirCare: 1,022,874 vehicles tested

SkyTrain: 28 kilometres
150 cars
24 million passengers

SeaBus: 2 vessels
2.7 million passengers

Bus: 177 Routes
1,000 vehicles
97 million passengers

West Coast Express: 5 trains
1 TrainBus
65 kilometres
1.6 million passengers

handyDART: 230 vehicles
929,000 annual trips

The Vancouver region, relative to other major Canadian cities such as Toronto and Montreal, has an extensive automobile infrastructure with more automobiles and arterial/ expressway lane kilometres per resident and more off-street parking spaces per employee. In contrast, the Vancouver region has a lower transit market share compared to Toronto and Montreal. Cycling is also a relatively small component of travel consisting of less than 2% of trips.

The geography of the region, which includes many water crossings coupled with the sprawl of low-density suburbs, contributes to heavy and growing traffic congestion. Traffic congestion is now rated as one of the most significant regional issues, particularly in the burgeoning eastern suburbs. With growing decentralization of employment, suburb to suburb travel is now the dominant travel pattern accounting for over 60% of peak period travel demand. Transit has a very a very low presence (4%) in the suburb to suburb market.

Growing congestion at major bridgeheads also contributes to increase costs for the movement of goods to ports and to industrial areas on both sides of the Fraser River and Burrard Inlet. Vancouver International Airport also suffers from congestion due to growing commuter traffic.

The Program Plan objectives were developed to reflect the GVRD's Livable Region Strategic Plan and Transport 2021. Public and stakeholder input received during the fall 1999 has also been included. Proposed objectives and principles are as follows:

- Implement new transit services that retain existing riders and increase the capacity of transit to expand ridership in a cost effective manner;
- Support improvements to the MRN that will improve traffic safety, and design road capacity that will improve transit reliability and goods movement;
- Co-ordinate the activities of TransLink programs to support regional transportation objectives;
- Improve the monitoring and customer feedback provided on the performance of the TransLink programs.

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What We Heard

Consultation

The Program Plan is developed in consultation with municipalities through the technical advisory committees: the Transit Technical Advisory Committee (TTAC); the Major Roads Technical Advisory Committee (MRTAC), and the Municipal Bicycle Committee (MBC). There were also several opportunities for public input during 1999 and during January – February 2000:

Strategic Transportation Plan and Program Plan Public Meetings; the messages received appropriate to the Program Plan indicated that there is:

- support to expand road capacity where road congestion is most severe;
- support for improvements to promote cycling and, to a lesser degree, carpooling and vanpooling;
- frustration in Surrey, Langley, Maple Ridge, Richmond and the Northeast sector at low levels of transit service, especially in the evening and weekends;
- Desire for faster travel times on transit routes in the core urban areas with the most traffic congestion;
- Support for Rapid Transit.

Area Transit Plan Public Advisory Committees; comprised of representatives appointed by Municipal councils for the North Shore, Richmond, South of Fraser, and White Rock-South Surrey Community Bus.

- improvements to local transit services and better connections to regional town centres and employment nodes across municipal boundaries are important
- concern about the cost effectiveness of the entire system

Improving frequency of bus services and adding new crosstown and cross regional routes are among the frequent messages heard from customers.

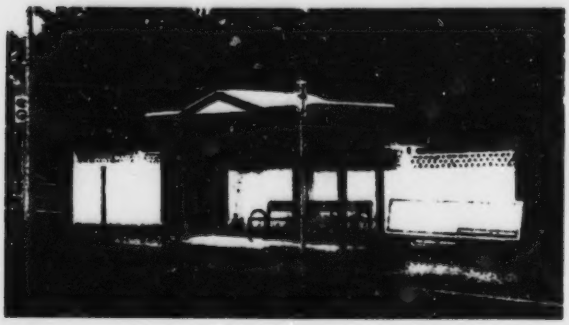
Area Transit Plan Public Open Houses; over 3,000 people visited the first round of public open house sessions during the Fall 1999 for the North Shore, Richmond, South of Fraser, and White Rock/South Surrey. The second round of public meetings is underway during February – March 2000. The following issues represent common themes:

- Desire for better connections from the North Shore to downtown Vancouver both on the bridges and on the SeaBus;
- In Richmond there is strong support for improvements to local services and connections, particularly for East/West service;
- In the South of Fraser, residents desire connections to Richmond, Coquitlam and to downtown Vancouver as well as to local centres such as Cloverdale, Surrey City Centre, White Rock centre, Guildford, Langley town centre;
- In Langley, residents desire better bus access to the Albion Ferry as well as improved connections to White Rock, Surrey, the Tsawwassen ferry and Vancouver International Airport;
- Suggestions about use of smaller buses and taxis to augment or replace existing larger buses in many areas.

Area Transit Plan Web Page Comment Forms; the Web site is popular: over 4800 "hits" to the Area Plans site have been made since the September launch, and over 250 comment forms have been received. Many of the comments echo those received at the public open houses.

Area Transit Plan Phone Line; set up to assist with multi-lingual questions and comments. By December 1999, close to 100 calls had been received. Some have specific suggestions for improved services, many are requests for information or for specific route and service adjustments.

The main themes emerging from the Area Plan public consultation sessions reveal some consistency across the study areas as well as some variation. The top two criteria for service improvements in all areas were ***Frequency of Buses***, and ***Directness of Routes*** (reduced transfers). For the South of Fraser area, *Hours of Operation* and *Travel Time* were also important factors; a reflection of lower service levels late at night and on weekends, as well as the long distances travelled by commuters. In the Richmond area, *Better Connections* rated highly. On the North Shore, *Travel Time* is also highly valued.



Partnerships

Municipal

The success of the Program Plan is dependent upon the member cities and municipalities working in partnership with TransLink in supporting the programs through the following actions:

- Managing operations and cost sharing with TransLink in the maintenance, rehabilitation and capital costs related to improvements to the Major Road Network (MRN);
- Providing and financially contributing to the cost of bus stops, bus bays and other related transit customer amenities including approving contracts for shelters, and transit benches;
- Supporting and making financial contributions to the development, design and implementation of High Occupancy Vehicle (HOV) facilities and other bus transit priority measures to improve the reliability and travel time for carpools, vanpools and buses to improve the efficiency of transit;
- Co-managing the planning and development of future MRN initiatives and integrating these investments with other TransLink programs;
- Participating in the development of the annual program plans, area transit plans, roadway and transit service design guidelines, roadway capital and maintenance/ rehabilitation plans and bicycling plans and policies through the Major Road Technical Advisory Committee (MRTAC), Transit Technical Committee (TTAC) and Municipal Bicycle Committee(MBC);
- Conducting origin-destination studies and traffic counts at major destinations, screenline points and roadway corridors and supporting TransLink data collection programs including transit count programs;
- Supporting at regional levels and implementing at local levels, Transportation Demand Management programs which will promote alternatives to single occupancy vehicles for the movement of people.

Regional

Work with the GVRD to review the transportation impacts of major land use plans and ensure that TransLink programs meet the objectives of the LRSP. Participate in the review and update of the Livable Region Plan in 2001. Liaise with the GVRD in the review of Transportation and Transit implications of Official Community Plans and major developments.

Provincial

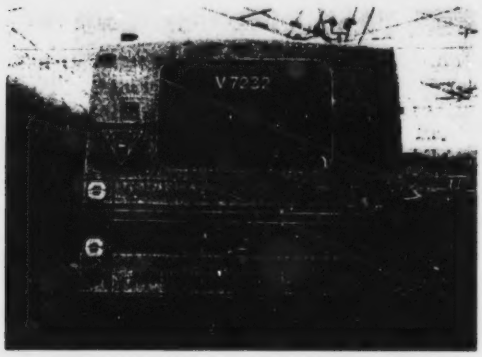
Work with the Ministry of Transportation and Highways (MOTH) and the BC Transportation Finance Authority (BCTFA) on transportation projects that have regional significance and seek to achieve synergies in the use of resources. Also work with the Rapid Transit Project Office, to implement Phase I of the SkyTrain extension and to complete the preliminary planning, design and community consultation for the Phase II line.

Federal

TransLink will continue to press for federal government assistance through the infrastructure programs, a tax exemption for transit passes provided to employees, and the transfer of a portion of the federal gasoline monies collected in the region. The Ministry of Transport is a Partner in the TransLink Intelligent Transportation Systems subsidiary.

Other Agencies

Work in partnership with other groups such as the Gateway Council, Vancouver Port Corporation, Fraser Port, the BC Trucking Association an the Vancouver International Airport Authority on transportation initiatives that improve the economic viability of the region by better moving goods and people in strategic corridors.



Highlights from 1999

In the following pages, there are several examples of new transportation services and facilities introduced over the past year.

Minibuses for Bowen Island

A new community bus service operated under contract by Bowen Island Community Transit, a local company on the island was introduced on Bowen Island in May 1999. The service uses two 22-passenger minibuses on two routes connecting the Island's residential areas with Snug Cove Ferry Terminal. Established as a pilot project, the service has exceeded its target of 150 rides per day since September 1999.

B-Line Ridership Up 30%

The #99 B-Line, the region's first rapid transit style bus route connecting Lougheed Town Centre with UBC along the Broadway-Lougheed corridor has been a success story from the start. In 1999, TransLink expanded service by 15% through the addition of five low floor articulated buses, improving frequencies all day. Peak period ridership on the B-Line is up 30% in 1999 compared to the previous year and daily ridership now exceeds 20,000. The B-Line is the most popular route to UBC carrying about 40% of all transit riders in the morning peak. Customers are very satisfied with the B-Line, which is rated well above other bus routes.

Willingdon Corridor Transit Service Expanded

The Willingdon corridor in Central Burnaby has been transformed into a technology corridor in recent years with a number of high tech firms choosing to locate in the vicinity of the BC Institute of Technology (BCIT). The corridor is attractive location for business because it is close to the Trans Canada Highway and the SkyTrain. Transit service levels along Willingdon received a major increase in September 1999 with buses now operating at 10 minute or better frequencies throughout the day, resulting in a 15% increase in transit capacity. Ridership is expected to grow in this corridor over the next two years. The City of Burnaby, TransLink, and the BCTFA are sponsoring a traffic management study to examine ways of improving service for buses on Willingdon. TransLink is also working with the City of Burnaby and BCIT to improve customer-waiting facilities.

New North Shore Cross-town Service

All three municipalities on the North Shore rated a cross-town service as the areas greatest transit need. In December 1999, TransLink introduced a new cross-town transit route linking Dundarave, Ambleside, Park Royal, Marine Drive, Lonsdale Town Centre and Lynn Valley Centre. The new service is operated by West Vancouver Municipal Transit, under contract to TransLink. The new service offers residents of North Vancouver new low floor buses as well as bicycle rack equipped buses. The morning peak period service is averaging 28 boardings per trip and the p.m. services average between 34 – 42 boardings.

Cross-Regional Transit Improvements

One of the messages heard most often in the lead up to the creation of TransLink, was the need to improve service between suburban centres. TransLink has responded by doubling transit service levels to every 15 minutes throughout the day on three suburban corridors linking regional and municipal town centres. They are as follows:

- Coquitlam City Centre-Port Moody-Lougheed Town Centre-New Westminster Station (#147 route)
- New Westminster (22nd Street Station) – Richmond City Centre (#410 route)
- Langley City Centre-Willowbrook-Fleetwood Town Centre-Surrey City Centre (#502 route)

The expanded service has dramatically improved service by reducing waiting times and increasing convenience for customers who are travelling between suburban centres. These services were introduced in September and December 1999, hence the gains in ridership will be realized during 2000 and beyond.

University Boulevard Bikeway Completed

TransLink along with the BC Transportation Financing Authority and UBC, contributed funds to develop a bikeway along University Boulevard. UBC is one of the largest cycle destinations in the region and the new bikeway offers great safety and convenience to cyclists on this important corridor. Recent counts indicate that bicycles have 4% market share of travel to UBC.

Bikes on West Vancouver Buses

In addition TransLink provided funding to add bicycles racks to the West Vancouver Municipal Transit fleet making the area the first to offer 100% coverage. Expanded bicycle rack service was also added to bus routes operating from Maple Ridge and Pitt Meadows to Coquitlam and between the Northeast Sector and New Westminster.

Major Road Network Investments

TransLink contributed to the construction costs to complete the connection between Marine Way and 10th Street in Burnaby.

Yield to Bus Legislation

The Yield to Bus Legislation took effect during 1999, resulting in improvements to bus movements in and out of traffic. BC became the second Province in Canada to introduce this legislation (after Quebec). Over time, this will improve safety and on time schedule performance. Coast Mountain Bus company reports that very little negative reaction from automobile drivers has been received, and bus operators report that it is easier to move in and out of traffic in general.

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Planning Context

The Regional Travel Market

TransLink conducts regional travel surveys, customer satisfaction studies, transit usage and attitude studies as well as area specific surveys to understand the regional travel market. It also liaises with the business community and members of the Greater Vancouver Gateway Council to gain information on goods movement. The following major trends continue to have an impact on TransLink programs:

- The number of cars registered in the Vancouver region (1.1 million in 1998 has been increasing both absolutely (30,000 per year) and on a per capita basis, (to over 1.5 vehicles per household);

- Automobile travel dominates: The private automobile continues to be the predominant travel mode in the region, capturing 76% of weekday trips (in 1994);

- Traffic congestion is slowing vehicles down: Between 1985 and 1994, the average travel time for the same distance to work or post secondary education increased by 36%, or 5.5 minutes.

- Strong growth in suburb to suburb travel: Transit currently captures a very small share of suburb-to-suburb travel (4%), compared to its significant share of suburb-to-Vancouver travel (24%). More direct and frequent cross-regional transit services connecting major regional and municipal centres in suburban areas is an important first step to capture more of the suburb-to-suburb market segment.

- Employment growth has been and is forecast to remain strongest in lower density office and business parks located mainly in areas outside the downtown core. About 35% of total employment growth will likely be located in areas with vacant industrial land that are difficult to serve with high quality public transit because they tend to be dispersed throughout the region;

- Transit's mode share is static in peak periods owing to insufficient transit capacity in prime market areas (high-density routes) to accommodate demand. In addition, the static market share is a reflection of its poor position in the fastest growing market – suburb-to suburb.

Regional Trends

Demand for transportation is also influenced by the regional economy including the changes in employment, retail and tourist sectors as well as by regional population growth.

The overall GVRD economy is expected to have moderate growth in the year 2000, with a slight improvement over the growth experienced during 1999. The following table shows various economic indicators in 1998 and 1999, and their forecasted levels in 2000.

Regional Trend Indicators	1998199	1999	2000 (Forecast)	Source
B.C. Real Gross Domestic Product (% change)	-0.5%	1.0%*	1.9%	Ministry of Finance
B.C. Unemployment Rate	8.9%	8.4%*	8.4%	Ministry of Finance
GVRD Employment (% change)	1.5%	3.3%	n/a	GVRD, StatsCan
GVRD Unemployment Rate	8.1%	7.5%	n/a	GVRD, StatsCan
GVRD Population (% change)	1.2%	0.9%	1.7%	BC Stats
GVRD Overnight Visitors (% change) - from Asia/Pacific - from Europe - Total	 -16.2% 0.0% 1.3%	 4.6% 4.3% 6.5%	n/a	Tourism Vancouver
GVRD Housing Starts (% change)	-26%	-36%*	22%	Canada Mortgage & Housing Corporation

* - projected values

Population growth in the region in 1999 (0.9%) was only one-half of the previously forecasted amount of 1.9%, and was significantly lower than the average annual population growth rate of 2.7% experienced between 1991 and 1997. The main reason for this slower population growth has been a pronounced reduction in net migration from other provinces. While the GVRD's population is forecast to increase by 1.7% in 2000, this may be somewhat optimistic given more recent trends.

Regional employment levels also have an important impact on transportation and in particular, transit. Approximately one-half of all transit trips are made for work purposes. In 1999, GVRD employment grew by over 3%, which was slightly higher than anticipated. It is not certain that employment growth can be sustained at so high a rate in 2000.

Compared to the situation in late 1998, there is now greater certainty that the economies of British Columbia and the GVRD will experience moderate growth in 2000 because of continued economic recovery in Asia and strong economic performance in the rest of Canada and the United States. Population growth tends to follow economic growth, consistent with the observation that population increases were less than forecast for 1999, as was the lower level of economic activity.

A slow to moderate growth in employment and population will have a dampening effect on the growth in transportation demand. As the regional economy becomes more robust and unemployment rates decline, there will be additional demands for road space by business vehicles, trucks and SOV's (single occupant vehicles). Similarly, transit use will increase as more people commute to work.

Conclusions

The above conditions in the regional travel market suggest that TransLink needs to make strategic investments in the Major Road Network and public transit infrastructure to improve the movement of people and goods. On the MRN, the Program Plan for 2000 will focus on projects that address the most severe areas where solutions can be constructed in the near term. For Transit, the Program Plan will focus on improving frequency and travel time so that it is more competitive with automobile travel. Public opinion surveys consistently report that in order for transit to be attractive, it needs to achieve travel time advantage over the automobile. This is difficult for bus transit that must share congested road space. In order for transit and other high occupancy vehicles (HOVs) to attract new riders and increase modal share there will need to be a significant expansion of transit priority measures.

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Program Initiatives

The Major Road Network

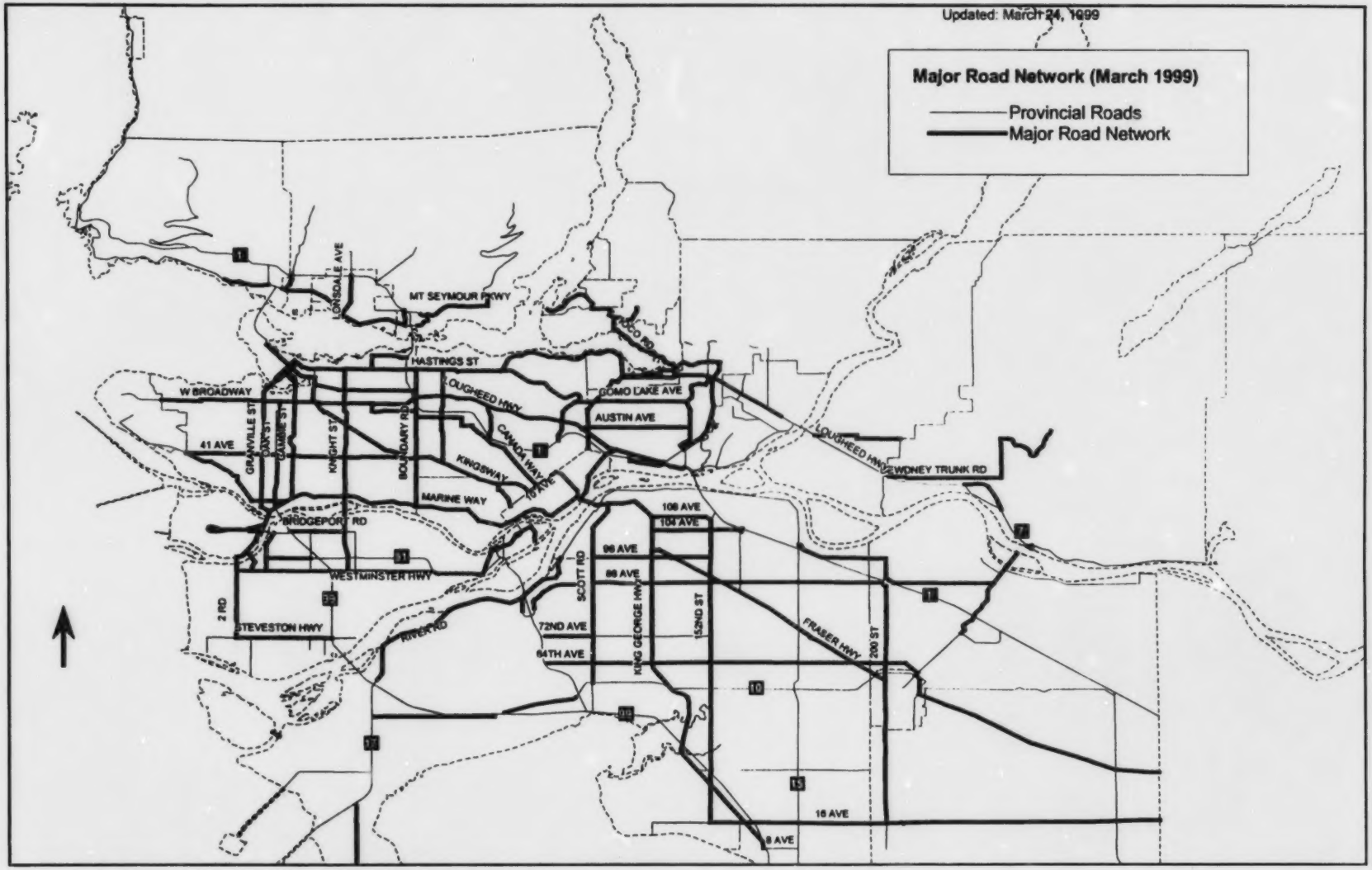
A main component of TransLink's mandate is to support a regional network of roads and bridges, which serves intra-regional transportation requirements. The Major Road Network (MRN) consists of formerly provincial roads and municipal roads that meet certain criteria. The MRN provides access to regional level land uses and carries significant volumes of automobiles, buses and trucks. The MRN consists of 2,190 lane-km of roads (see map).

MRN Framework for 2000

Network Designation: The composition of the MRN remains unchanged from the network approved in March of 1999. In 2000, a review of the MRN criteria and MRN will be undertaken by the MRTAC to ensure compatibility with directions contained in the Strategic Transportation Plan.

Integration with Other Modes: During 1999, it became evident that there needs to be more co-ordination among the Technical Advisory Committees which deal with the various transportation modes in order to foster effective decision making around investments to transit, road improvements, and bike facilities. As a result, it is anticipated that the advisory committee structure and mandate of MRTAC could change in 2000 to encompass a broader scope, such that project planning is channelled through a single committee. The technical requirements concerning roads, transit and cycling, which are needed to support integrated decision making will be directed through subcommittees.

Very high volumes of traffic on MRN roads generate ongoing requirements for maintenance


Updated: March 24, 1999
Major Road Network (March 1999)
Provincial Roads
Major Road Network
LONSDALE AVE
MT SEYMOUR PKWY
HASTINGS ST
W BROADWAY
LOUGHEED HWY
DOMO LAKE AVE
AUSTIN AVE
41 AVE
GRANVILLE ST
KNIGHT ST
BOUNDARY RD
KINGSWAY
MARINE WAY
BRIDGEPORT RD
WESTMINSTER HWY
2 RD
STEVESTON HWY
RIVER RD
SCOTT RD
KING GEORGE HWY
152ND ST
72ND AVE
64TH AVE
108 AVE
104 AVE
96 AVE
88 AVE
FRASER HWY
200 ST
16 AVE
8 AVE
WONEY TRUNK RD

Construction of a Connector between Marine Way and 10th Avenue in Burnaby will expand the MRN.

Maintenance and Rehabilitation: TransLink funds the annual maintenance and rehabilitation needs of Major Roads at $12,000 per lane-km. For "municipally-uploaded" Major Roads, municipalities receive funding based on a formula to be held at the 1999 level of ($12,000 x 70%) per lane kilometer. The Ministry of Transportation and Highways (MoTH), through its contractors, will continue to provide the majority of the maintenance and some rehabilitation, at TransLink's cost, on the former Provincial portion of the Network until March 2001. In 2000, TransLink will undertake engineering and design for rehabilitation work on below standard roads that are developed from MOTH, in anticipation of rehabilitation work to be done in 2001. Total proposed 2000 municipal maintenance and rehabilitation funding is estimated at $ 21.4 million.

In 2000, TransLink will also be initiating engineering and design work for the rehabilitation of below-standard pavement on portions of previously identified devolved roads. It is intended that the actual rehabilitation works be undertaken and completed in 2001. There is a need to gather better information on the conditions and costs of maintaining and rehabilitating the MRN infrastructure and establish standards, funding administration, and performance monitoring for MRN-related works and services.

MRN Capital Program

The MRN capital funding for road improvements is divided into two categories totalling $15 million:

- $ 5 million Major Capital Program for network optimization:
- $ 10 million for Minor Capital projects such as intersection, geometric, safety and network continuity improvements, etc.

Municipalities have submitted 49 cost-sharing proposals totaling over for consideration for funding from the Minor Capital Program in 2000. TransLink and the MRTAC will be reviewing these submissions and prioritizing those that will fit with the proposed $10 million capital budget.

Transit Priority and HOV Capital Programs

- *Increase bus speed*
- *Improve service reliability*
- *Compete with private automobiles*

The funds for Transit Related Road Infrastructure were approved by TransLink in 1999 as a two-year program. The $2.6 million approved is divided into four categories as described in the table below. As a transitional year, the main focus of activity was on engineering studies and project scope definition to enable the municipal partners to identify their funding obligations. However, a number of significant projects are now underway or in the final stages of consideration.

Transit Related Road Infrastructure Capital Initiatives		
Initiative	GVTA cost share	GVTA Capital Cost
Transit Priority and HOV Measures - BCTFA sponsored projects	25%	$500,000
Other Transit Priority and Traffic Management measures	50 to 100%	$1,000,000
Minor Geometric Improvements on the MRN	50%	$300,000
Transit Passenger facilities on the MRN	50%	$800,000
Total		$2,600,000

The introduction of bus lanes on Willingdon Avenue will improve transit travel times and enhance transit's profile on this growing high technology employment corridor.

Transit Priority and HOV Measures - BCTFA Program: TransLink approved $500,000 (over two years) in capital which is matched by municipalities and the BCTFA for projects that will provide some immediate relief to existing high-volume bus routes. One example is the Willingdon Corridor Bus Priority project which will receive $384,000 in TransLink funding, resulting in an investment of over $1.5 million for transit priority by the end of 2000. It is anticipated that municipalities will identify other projects when engineering studies are completed.

Other Transit Priority and Traffic Management Measures: Examples of projects that will be funded from this program include bus activated signals to improve travel times along congested corridors; traffic signal/right turning channel for buses near the Maple Meadows WCE station. Others will be funded and completed by the end of 2000.

Minor Geometric Improvements on the MRN: This program supports projects that provide adequate turning path for bus movements. These projects improve the safety of both the bus operation and the general traffic movements at intersections. Five municipalities have applied to date.

Transit Passenger Facilities on the Major Road Network: This program supports bus stop improvements that are required on the proposed MRN. Efficiently designed bus stops improve access to the transit network, thus increasing the people-moving capacity of the network. TransLink approved $800,000 in capital funding to carry out these projects during 1999 and 2000. Ten municipalities have submitted proposals.

3 Road Busway

The region's most unique bus priority initiative will open in the Fall 2000. The 2 Km busway involves the construction of median bus lanes in the centre of #3 Road from Ackroyd to Sea Island Way through the heart of Richmond City Centre, and it will contribute to the total travel time savings of up to 10 minutes achieved on the Richmond – Vancouver Rapid Bus service. The busway will have 5 stations providing a high transit presence on one of the region's most congested streets. The City of Richmond landscaping plan will transform the auto - oriented street into more of a traditional "main street.

Albion Ferry

The Albion Ferry service is included in the Major Road Network (MRN) because it is a significant travel corridor across the Fraser River east of the Port Mann Bridge. It provides ferry service using two 24-car capacity ferries across the Fraser River between Maple Ridge and Fort Langley. It now operates as a subsidiary company of TransLink called the Fraser River Transportation Company.

The ferries operate daily, between 5:00 am and 1:30 am at approximately 15-minute intervals during the day and half-hour intervals during the evenings. During the PM peak hour, the service carries approximately 550 vehicles and passengers per hour between Maple Ridge and Fort Langley.

There are several issues facing the Albion Ferry:

- Demand has continued to grow resulting in long queues at the terminals. During peak hours, there may be a three or four ferry sailing wait.
- The long-term future of the Albion Ferry is dependent upon the conclusions of the bridge crossings study currently underway.

Major Initiatives

Rescheduling to Better Serve Seasonal Demand: Albion Ferry is investigating a change in schedules that would allow for the second ferry to operate later into the evening during the busy summer months to reduce the overflow when only one vessel is operating. During the quieter time of year, the two-vessel operation in the evening would be reduced slightly.

MRN Resource Requirements

Major Road Network		
Initiative	Operating Budget	Capital Cost
Roadway maintenance / rehabilitation	$21,400,000	
MRN Capital		$15,000,000
1999 TRRI Program		$2,600,000
Albion Ferry	$ 4,290,000	
Total	$25,690,000	$17,600,000

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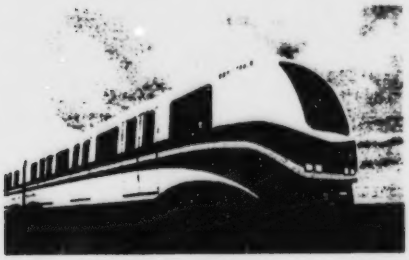
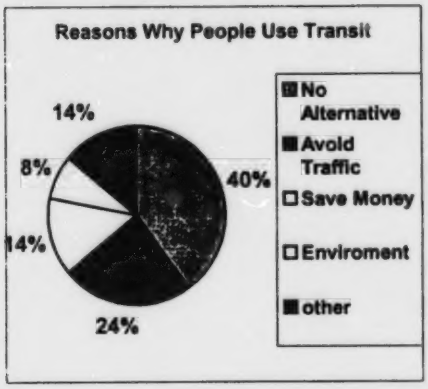
Transit



The largest program of TransLink in terms of service and budget is Transit. Transit service is planned by TransLink and it is delivered through operating subsidiaries and contractors to TransLink: Coast Mountain Bus Company (CMBC) which includes SeaBus, BC Rapid Transit Company (SkyTrain), West Vancouver Transit, Bowen Island Community Transit, handyDART services and West Coast Express.

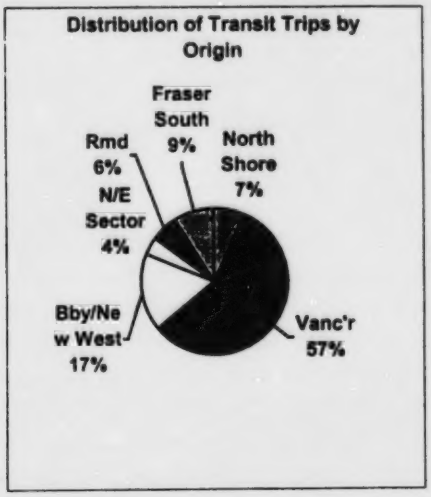
The Program Plan presents service improvements by Operating Subsidiary and contractor; bus services provided by CMBC are described by sub-area within the region: Richmond, Vancouver/Burnaby/New Westminster; Northeast Sector; South of Fraser; and the North Shore. All services combined provide an average of 421,000 trips daily, which are estimated to be 11% of the total trips made in the region.

Transit Market



Market research information reveals that transit users are generally younger, female, post-secondary and secondary students, and 60% of transit riders are women. The largest group of TransLink customers (40%) do not own or have access to a car for their trips. There are particular market segments that are competitive with automobile travel: the SkyTrain, WCE, and express bus corridors such as Highway 99 are maintaining a high transit mode split.

Close to 75% of all trips on transit are made by residents of Vancouver, UEL, Burnaby, and New Westminster even though these areas represent only 40% of the regional population. The transit mode split in downtown Vancouver is the highest in the region.



Source: GVRD Travel Survey 1994

Overall transit use as a percentage of all travel is relatively low in the following three sub-regions:

- Richmond
- Surrey/Langley/White Rock/Delta
- Northeast Sector, including Pitt Meadows and Maple Ridge

The lower development densities combined with automobile-oriented land use patterns, low parking cost, and higher automobile availability in these suburban areas make it challenging to provide these areas with higher levels of transit service in a cost-effective manner. Area Transit Plan programs begun in 1999 for the South of Fraser area and Richmond will examine recent development trends and travel patterns in these communities to identify opportunities to increase transit mode share.

Transit mode share is also comparatively low at some regional centres. Langley/Willowbrook, Haney Town Centre, Surrey City Centre, Richmond Centre, have transit mode shares below the Greater Vancouver average. Low public transit mode shares in both Richmond and Surrey are particularly worrisome, because these cities are growing into major regional employment centres.

1999 Transit Ridership

In 1999, regional transit ridership (all modes) grew by 1.7%. Modal increases ranged from 4.4% on West Coast Express to 1.6% on bus services. As a result, transit market share remained static in 1999, although some specific destinations such as UBC experienced increased modal share for transit. During the same time period, TransLink operated 3% more service hours than in 1998.

The increase in service hours in 1999, however, is largely attributed to the full year impact of operational changes introduced by BC Transit partway through 1998 as opposed to increased service for new riders. While TransLink expanded service into new suburb-to-suburb markets connecting regional centres in the latter part of 1999 (September and December), early ridership returns are modest and are not likely to be felt until 2000 at earliest.

TransLink Ridership: 1998 & 1999

	Revenue Ridership (millions)		
Transit Mode	1998	1999	% Change
Conventional Transit	122.84	124.85	1.6%
West Coast Express	1.56	1.63	4.4%
TOTAL	**124.40**	**126.48**	**1.7%**

During 1999, the number of riders per service hour decreased slightly, from 31.0 to 30.4. Operating cost per ride increased from $2.65 to $2.73 in 1999 (preliminary estimates). The service enhancement plan increased costs by approximately $9 million (all modes), resulting in a cost per new rider of $6.80 in 1999. While this figure would appear high, it reflects the nature of most of the new service provided in 1999. Improvements to regional town centre connector services introduced late in 1999 represent a significant future investment consistent with regional policies.

2000 Ridership Forecast

The table below shows the forecasted Year 2000 ridership as a range. The lower end of the range is the projected ridership with the proposed fare increase in June 2000, while the upper end is the projected ridership without a fare increase. It is expected that ridership growth will be dampened with a fare increase, as some customers would use transit less often in response to higher fares.

2000 TransLink RIDERSHIP FORECAST (Conventional Transit)

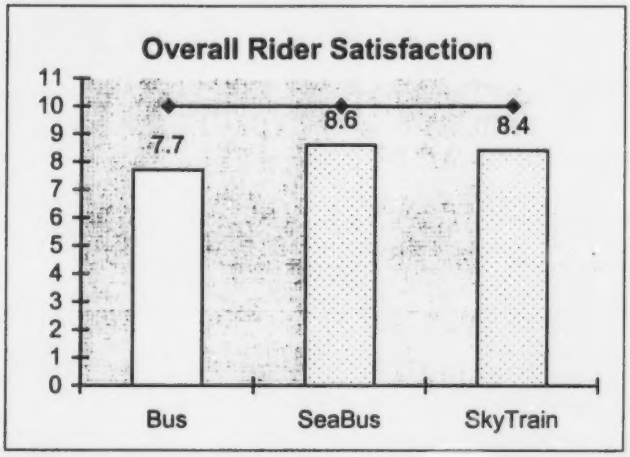
Transit Mode	Revenue Ridership (millions)				
	1999	2000		% Change	
		With Fare Increase	No Fare Increase	With Fare Increase	No Fare Increase
Conventional Transit	124.85	124.71	127.08	-0.1%	1.8%
West Coast Express	1.63	1.66	1.68	1.8%	3.1%
TOTAL	**126.48**	**126.4**	**128.8**	**-0.1%**	**1.8%**

The ridership forecasts include the effects of regional population and employment growth and projected new ridership generated by the proposed service improvements. It is expected that the bus service improvements made in 2000 will be more effective in attracting new transit riders than the service improvements that were implemented during 1998 and early 1999. For example, the new Richmond-Vancouver B-Line service and local bus service improvements that will be introduced as part of the Richmond B-Line integration plan are projected to attract 750,000 new rides annually (15 new rides per new service hour). As a whole, the bus service improvements in 2000 are expected to generate 9 new rides per new service hour, compared to only 4 new rides per new service hour projected for the service improvements made during 1999.

It should be noted that most of the new services will be implemented in late 2000, resulting in a small increase in ridership for the calendar year.

Transit Customer Satisfaction

The Rider Satisfaction Survey along with actual transit usage data is a major source of information for determining which routes are in greatest need of service improvements. The aspects of transit service that are in the greatest need of improvement according to the opinion of both transit riders and non-riders are: more direct transit routes; improved service frequency; reduced overcrowding; and more readily available transit information. Each subregion section includes details about the market response and rider satisfaction with specific services.



Service Initiatives

- *Retain riders by increasing service on crowded routes;adjusting service to improve reliability.*
- *Establish new ridership by adding new service along corridors with high growth potential*
- *Introduce innovative services to address niche markets*

The 2000 Program Plan focuses service improvements that will accomplish the following:

- Ridership Retention: Improvements to services that enhance performance and productivity to ensure schedule reliability, and effective service utilization;
- Ridership Growth: Improvements to existing services that are required due to overcrowding;
- Establishing Ridership: Improvements to existing services for anticipated ridership growth in areas with high potential;
- Innovative Service concepts to address niche markets.

A review of service requests from customers, consultation in fall of 1999, requests from municipalities, and suggestions from operating subsidiaries resulted in over 75 individual projects for service improvement being submitted to TransLink for consideration. The 2000 Program Plan presents those projects that are judged to provide the most cost – effective services for improving ridership.

Program Plan 2000 Themes

The themes which emerge from the transit service projects for the 2000 Program Plan are:

- **Improved Regional Connections:** the 2000 Program Plan features the launch of Richmond – Vancouver 98 B-Line services designed to improve transit mode share in Richmond and Vancouver; and the development of a new regional connector between Surrey, North Delta and Richmond;

- **Improved Connections to Post Secondary Institutions:** as school enrolment expands at the major post-secondary institutions the demand for transit is growing. Post- secondary students represent about 12% of transit riders, because transit offers a reasonable cost alternative to the high cost of owning and parking a car at university campuses. As post – secondary institutions look for alternative auxiliary funding sources, parking fees at campus are approaching those of downtown. The 2000 Program Plan proposes significant improvements to the major institutions: UBC, SFU Burnaby campus, and Kwantlen College in Surrey.

- **Extending Peak Period Service**: Higher volumes of passengers are observed earlier in the morning, afternoons, and later into the evening. This is due to extended retail hours, and non – traditional or more flexible working hours for some businesses. The 2000 Program Plan features a number of service frequency improvements to address the growing demand for transit during these times.

- **Improved Service to Alleviate Crowding:** transit use in the denser parts of the region, particularly within the City of Vancouver, Burnaby, and parts of the North Shore is growing at all times of the day. Crowding is also experienced on commuter routes that are now using low floor buses with fewer seats than the older style buses. Additional service will be added to routes where crowding becomes a problem.

Regional Connections:
- *Richmond Vancouver B-Line*
- *#99 B-Line Improvements*
- *Surrey/North Delta – Richmond connector*
- *Guildford-Newton*

Connections to Post Secondary Institutions:
- *Richmond-UBC service*
- *41st Avenue Express*
- *Coquitlam – SFU service*
- *Surrey City Centre – Kwantlen College*

Extending Peak Period Service:
- *Higher frequency of service to North Shore until 9pm*
- *Earlier service to downtown*
- *Higher Frequency of service to South Delta/South Surrey in evenings*

Coast Mountain Bus Company

During 1999, Coast Mountain Bus Company successfully implemented 25 major service initiatives that were in the 1999 Program Plan. CMBC provided over 3.5 million hours of service on an annual basis and deploys a fleet of over 900 vehicles in the peak hours. The family of services provided includes local city bus services; Express Bus; B-Line; and SeaBus.

Coast Mountain Bus Company

The plan for bus service improvements has been developed in close consultation with municipalities in the GVRD, through the Transit Technical Advisory Committee (TTAC). Service initiatives were derived through a process that prioritised a list of candidate projects. Resources available for transit improvements are based on fleet expansion plans made prior to the formation of TransLink, and a corresponding number of service hours.

As an integrated program plan, bus projects have been developed to co-ordinate where possible with other TransLink programs. This includes co-ordination with roadway Transit Priority projects and with regional Transportation Demand Management (TDM).

CMBC will begin operations from the new Richmond Transit Centre starting in September 2000, for a total of six operations centres (Burnaby, Oakridge, Surrey, Port Coquitlam, North Vancouver, Richmond).

Richmond

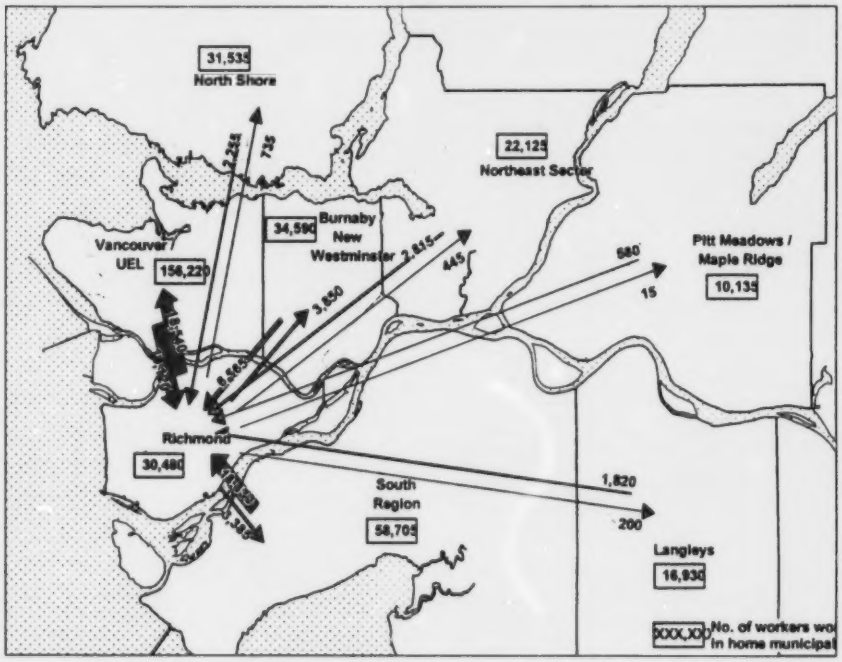
Setting

Richmond's population grew by 22% between 1992 and 1999 to 164,000 residents. The growing employment base is concentrated in the northern half of the City in the so-called "Golden Triangle", split between the business and industrial parks along the Bridgeport-Cambie corridor, the Airport and the Regional Town Centre. The latter has been transformed from a low density retail area to a mixed-use centre with a retail component, and has the second largest concentration of hotel rooms in the region. The City Centre also has the highest residential densities in Richmond.

The emergence of Richmond as a major employment centre and a key regional destination has resulted in significant changes to travel patterns. In contrast to the traditional suburb to central city travel demand, there are more work trips entering Richmond than leaving, with equal numbers arriving from Vancouver and south of the Fraser River. The Airport coupled with the large number of hotels and retail concentration has generated significant demand for travel during the off peak.

TransLink is undertaking a major investment in Richmond including the Richmond-Vancouver B-Line project and a new operating and maintenance facility. These investments will be ready for operation in fall 2000. In addition, TransLink will complete an Area Transit Plan that has been developed in consultation with Richmond residents and municipal staff. Concurrent with the implementation of B-Line, there will be a major re-design and upgrading of local transit services to better reflect the local travel market.

1996 Journey To Work Patterns



Transit Issues

The existing transit market share is 6% of travel (A.M. Peak Period), the lowest of the inner suburbs. The highest transit market shares are for travel between Richmond and Downtown Vancouver. By contrast, transit's share of travel to destinations within Richmond is only 3%. Customer satisfaction ratings indicate Richmond residents are the least satisfied of any in the region. Current transit service within Richmond is highly oriented toward Vancouver, with very few east-west cross-town services within the City.

As shown in the map of Journey to Work trips from the 1996 census results, there are a significant number of trips from Vancouver and South of the Fraser River into Richmond. Currently there are few options for people to use transit for their daily commute to the various employment nodes in Richmond.

Major Initiatives

There are four major initiatives proposed for Richmond to enhance service for existing customers and expand transit's presence in new market areas. The #98 B-Line combined with local bus service improvements are projected to attract 750,000 new rides annually (15 new rides per new service hour), after a year of operation.

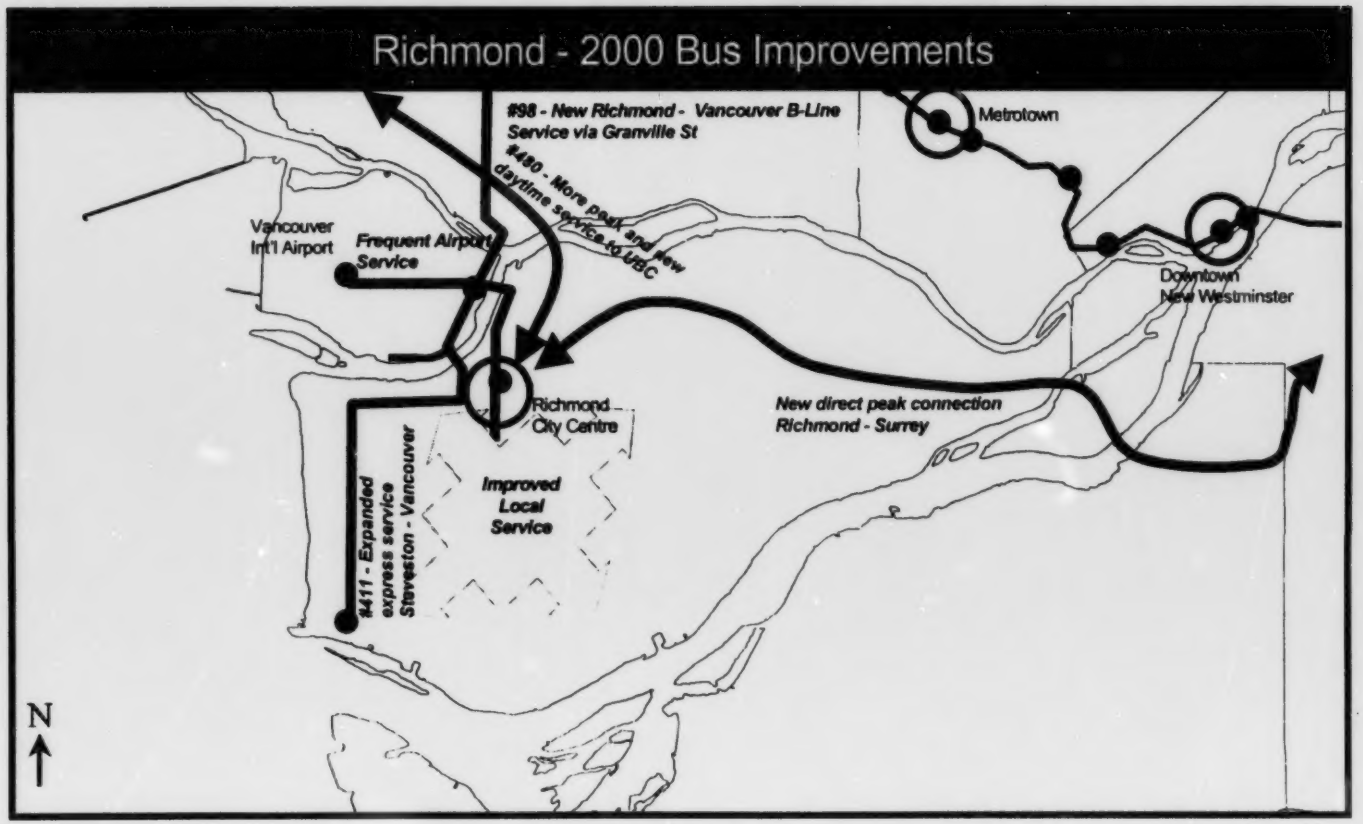
The #98 B-Line, the region's second rapid transit style bus route will provide a state of the art bus service for 24,000 people per day

Richmond-Vancouver B-Line -- The region's second rapid bus system (the first was the #99 B-Line on Broadway-Lougheed) will provide a bus-based rapid transit system between Richmond City Centre, the Airport and Vancouver. The new service will be marketed as the #98-B-Line, will replace most existing express bus routes with a single frequent, direct, and simple to use bus service, which will be among the most advanced in North America. Using a combination of new technology, innovative transit priority measures, a new fare collection procedure and state-of-the-art low-floor articulated buses; the service will provide frequencies comparable to SkyTrain for most to the day. Travel times between Richmond and downtown Vancouver will be reduced by up to 10 minutes in the peak to 40 minutes or less. The centerpiece of the new B-Line will be a 2-km busway located in the median of No. 3 Road in the heart of Richmond City Centre. Some elements of this service may begin before completion of the full infastructure.

The B-Line brand provides customers with frequent, direct and simple to use service in prime urban transit markets

Richmond – UBC Service – Next to Vancouver, the largest concentration of UBC students in the region is located in Richmond. Research indicates that 13% of the student population (more than 4,000 students) live in Richmond and commute to UBC. Current transit market share is low (9%) compared to the market penetration experienced in Vancouver (27%), likely due to the minimal amount of service offered. It is proposed to significantly upgrade transit between Richmond City Centre and UBC with the introduction of a regular transit service that will operate every 30 minutes all day.

Airport Service – The Airport is now a major employment centre with 20,000 workers, of whom over 50% live within Vancouver and Richmond. Currently, the transit market share is less than 2%. The Airport Authority has adopted a target of 10% and is committed to working with TransLink to increase transit use. This commitment includes providing a new transit station for the #98 B-Line as well as transit priority measures on the new Airport Connector project to be completed in 2001. As part of the #98 B-Line project, it is proposed to redesign the existing Airport transit services to provide a frequent bus service from the #98 B-Line station to the main employment centres and the main terminal. Service to the south terminal will also be improved during peak periods. Direct service will continue on existing routes from Richmond and South Vancouver. While the primary market will be Vancouver, Richmond will be an important secondary market for Airport transit travel.


Richmond - 2000 Bus Improvements
#98 - New Richmond - Vancouver B-Line Service via Granville St
#480 - More peak and new daytime service to UBC
Metrotown
Vancouver Int'l Airport
Frequent Airport Service
Downtown New Westminster
Richmond City Centre
New direct peak connection Richmond - Surrey
Improved Local Service
#411 - Expanded express service Steveston - Vancouver
N
Transit Improvements
Existing Transit Routes
West Coast Express / SkyTrain
Regional Town Centre
Municipal Centre / Major Institution
Transit Station / Exchange

Local Bus Service - Service in Richmond will be re-designed to connect routes with the 98 B-Line in the centre of Richmond, and to provide a more attractive service for the local travel market.

Future regional services and local connections will be considered through the Area Plan process for implementation in future years.

Transfers to and from regional services will take place in the centre of Richmond at a new transit exchange adjacent to Lansdowne Mall (Lansdowne Rd at No. 3 Road).

Local routes connecting with B-Line will have stops on-street adjacent to the B-Line bus route, or shared stops with B-Line. Local service frequencies will be increased on many routes (in peak and/or off-peak) to make transfer times as short as possible, making service more attractive overall.

Local service will connect destinations such as Richmond Centre Mall, Lansdowne Mall, City Hall, Library / Arts Centre, Kwantlen College, Richmond General Hospital and the Asia West retail complex. Service will operate on some new roads including portions of Cooney, Kwantlen, No 4 Road, and Westminster Hwy as well as new two-way service on Lansdowne and Alderbridge. To operate on these roads will require approval from Richmond and a commitment to accommodate transit including bus stops, possible turning improvements, parking restrictions and other possible TPMs.

Local Richmond routes will be designed to reduce the overall number of times customers will have to transfer in Richmond. Improved connections between Steveston/Southeast Richmond and Bridgeport/Cambie areas will be emphasized in 2000.

Express routes that currently do not go through Richmond City Centre (#411 and 490) will continue to operate. Route #411 will have its service levels increased.

Resource Requirements

Richmond – 2000 Bus Improvements					
Start Date	**Project Title**	**Total Annual Hours**	**Total Fiscal Hours**	**Total AM Peak Vehicles**	**Total PM Peak Vehicles**
Spring	Expand service on route #411 from Richmond to Vancouver	5,800	4,200	2	3
	Keep existing service from Richmond to UBC during Summer 2000	-	1,800	0	0
Fall	Expand direct service connecting Richmond and UBC	8,500	2,760	2	2
	Provide commissioning service for #98 B-Line Vehicles	44,200	14,350	12	12
Winter	Integrate local service in Richmond with Richmond Vancouver B-Line	38,000	2,050	16	16
	Launch #98 B-Line Service	-	-	-	-

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Vancouver/Burnaby/New Westminster

Setting

The three cities of Vancouver, Burnaby and New Westminster are recognised by the GVRD as the growth concentration area. This sub-region, with a population of 802,000 (40% of the GVRD total), has the highest population and employment densities in the region.

The transit system in Vancouver consists of frequent local bus services operating on a grid network of routes. All routes on the east side of the city and downtown make connections with SkyTrain. Over half of the routes in the City are operated by electric trolley buses. A high proportion of trips made by City of Vancouver residents are to destinations within the City (81%), and transit captures a significant share (17%) of these trips.

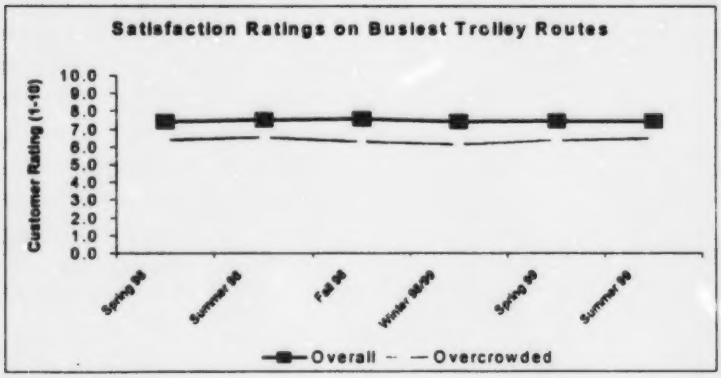
Burnaby and New Westminster are redeveloping significant areas to higher density residential in the various town centres. Employment has grown rapidly and is spread among the town centres and numerous business parks. The combined population of the two cities grew by 13% from 1991 to 1996.

The transit system in Burnaby/New Westminster has is developing toward a grid network of routes with increasingly frequent service levels, while continuing to provide strong connections to SkyTrain. Bus routes are focused at transit exchanges serving the major destinations of Metrotown, downtown New Westminster, SFU, and Brentwood and Lougheed town centres.

Transit Issues

Many City of Vancouver transit services are characterised as:

- overcrowded, particularly in the peak and midday periods, and;
- slow with "bunching" and "gaps" in service, due to worsening traffic congestion coupled with few bus priority measures.



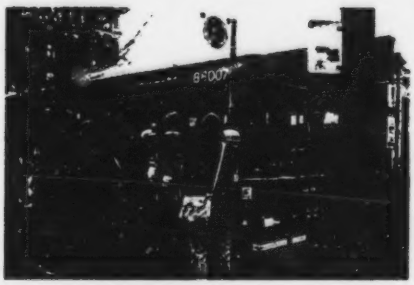
Key issues that have been identified in Burnaby/New Westminster include:

- Increased frequency during the early evening time periods due to longer hours in the Metrotown complex, BCIT and high technology industries;
- Better connections to major centres off the SkyTrain line.

Major Initiatives

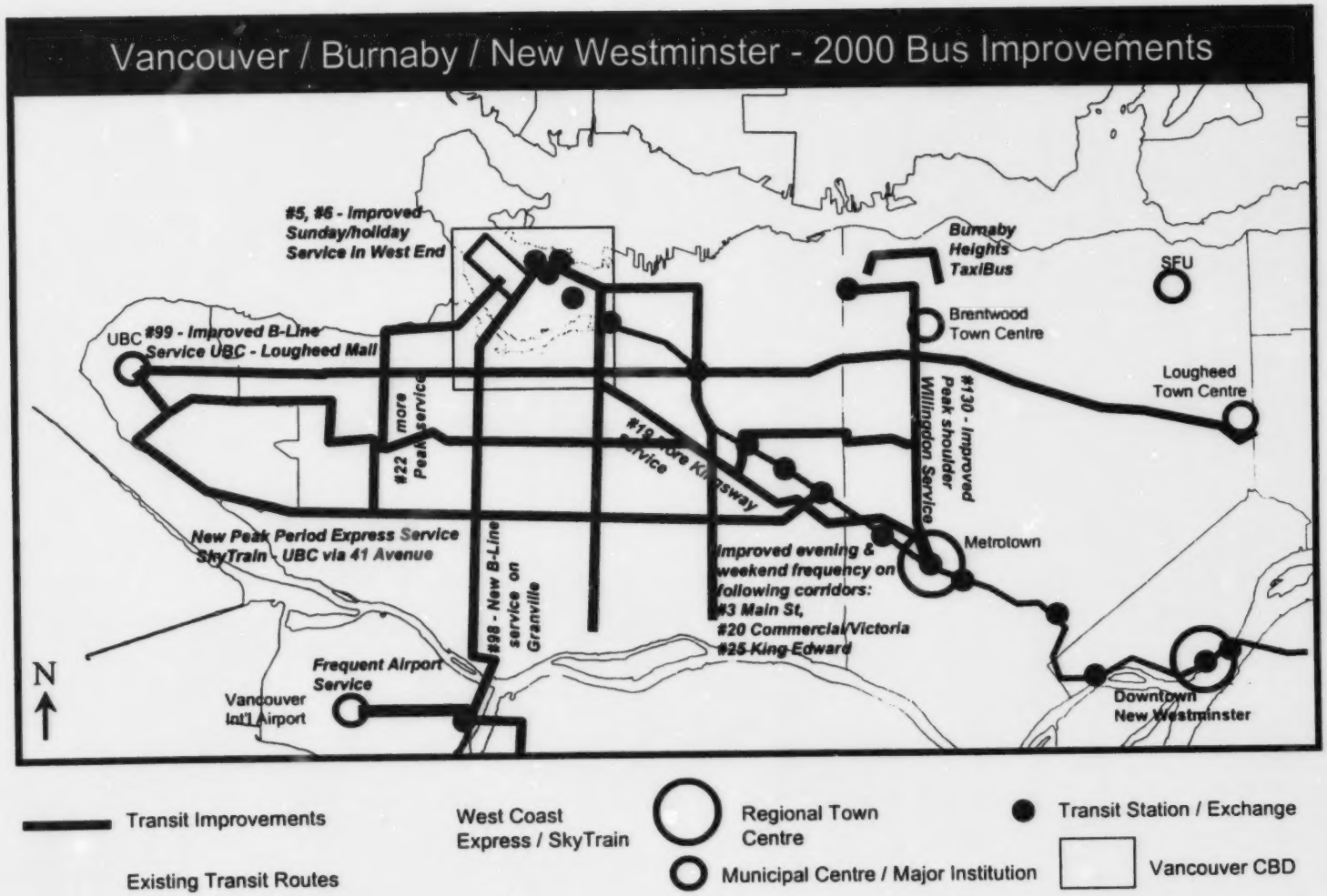
The following transit service improvements are proposed for 2000 in Vancouver/Burnaby/New Westminster and mainly address issues of overcrowding to retain existing riders and extending peak period services by improving frequencies to accommodate new riders.

- **#99 B-Line Improvements:** #99 B-Line is one of the region's most popular and successful bus routes connecting Lougheed Town Centre and UBC. Despite the addition of five buses and 12,000 annual hours during 1999, there continues to be overcrowding at peak times. For 2000, it is proposed that additional peak vehicles be added, and that service frequency be improved. High ridership levels on Broadway – Lougheed are being experienced extending into the midday and evening, indicating the need to extend the times during in which peak period service frequency is provided. In addition, more trips will be extended to serve Lougheed Town Centre.



A new limited stop City Bus service on 41st Avenue will provide faster travel times for cross-town travel as well as better connections to UBC and Burnaby.

- **New Limited Stop Service on 41st Avenue**: Cross-town travel in Vancouver has grown substantially over recent years due to growth in travel to Burnaby and UBC. Market research suggests that a limited stop express service along 41st Avenue would alleviate crowding on the local #41 bus service, and provide a more attractive alternative to customers travelling longer distances. With a faster alternative to UBC and Burnaby, this service may also help alleviate crowding on the #99 B-Line service. It is estimated that over 45,000 additional annual rides will be generated by this new service after a full year operation.
- **Extend peak hour frequency, evening and weekends:** a number of routes in the City of Vancouver are experiencing over-crowding before or after the peak; or in the evening and weekends when transit services tend to be less frequent. Changing work start and finish times, shift days, and general activity increases account for the need to have earlier service on during the AM peak, and service later in the PM peak. It is proposed that the service frequency be during busy times as follows:


Vancouver / Burnaby / New Westminster - 2000 Bus Improvements
#5, #6 - Improved Sunday/holiday Service in West End
Burnaby Heights TaxiBus
SFU
Brentwood Town Centre
UBC
#99 - Improved B-Line Service UBC - Lougheed Mall
Lougheed Town Centre
#22 more Peak service
#19 more service
#130 - Improved Peak shoulder Willingdon Service
New Peak Period Express Service SkyTrain - UBC via 41 Avenue
#98 - New B-Line service on Granville
Improved evening & weekend frequency on following corridors:
#3 Main St,
#20 Commercial/Victoria
#25 King Edward
Metrotown
N
Frequent Airport Service
Vancouver Int'l Airport
Downtown New Westminster
Transit Improvements
Existing Transit Routes
West Coast Express / SkyTrain
Regional Town Centre
Municipal Centre / Major Institution
Transit Station / Exchange
Vancouver CBD

- extension of peak frequencies on the #3, 5, 6, 15, 17, 19, 20, 22, 25 routes during the early evenings is necessary to avoid customers being left at stops;
- the #3, 5, 6, 15, 17, 20 are proposed for increased Saturday services; Sundays & holidays increase #3, 5, 6, 20;
- improved daytime service on #3 and #20 to reduce crowding; and
- improved PM peak period service on #19.

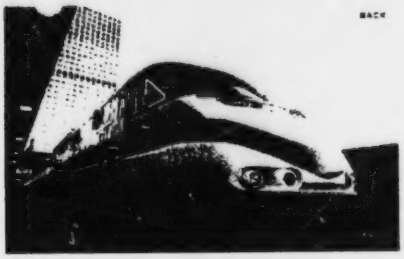
- **Extended Peak Period Service on Willingdon Avenue**: The Willingdon corridor service connects Hastings Street, Brentwood, BCIT and Metrotown. With longer retail and entertainment hours, coupled with increased employment growth and BCIT evening classes, additional service is required later into the evening. It is proposed that frequency be improved from 30 minutes to 15 minutes until approximately 9:30 p.m.

Resource Requirements

Vancouver/Burnaby/New Westminster – 2000 Bus Improvements					
Start Date	Project Title	Total Annual Hours	Total Fiscal Hours	Total AM Peak Vehicles	Total PM Peak Vehicles
Spring	Increase peak period capacity on route #22 serving Macdonald & Kitsilano Point	2,800	2000	0	2
	Extend PM Peak Service along the Willingdon Avenue	1,500	1,090	0	0
Fall	Limited stop service on 41st Avenue	8,300	2,670	5	6
	#99 B-Line improvements	6,800	2,200	4	3
Winter	Increase frequency of service on routes #3 & #20 during daytime Monday to Saturday	15,100	830	0	0
	Increase frequency of service on route #19 during daytime and extended peak periods	8.500	470	0	2
	Increase weekend and/or evening frequencies on the busiest urban routes.	14,400	1,000	0	0

Northeast Sector/Pitt Meadows/Maple Ridge

Setting



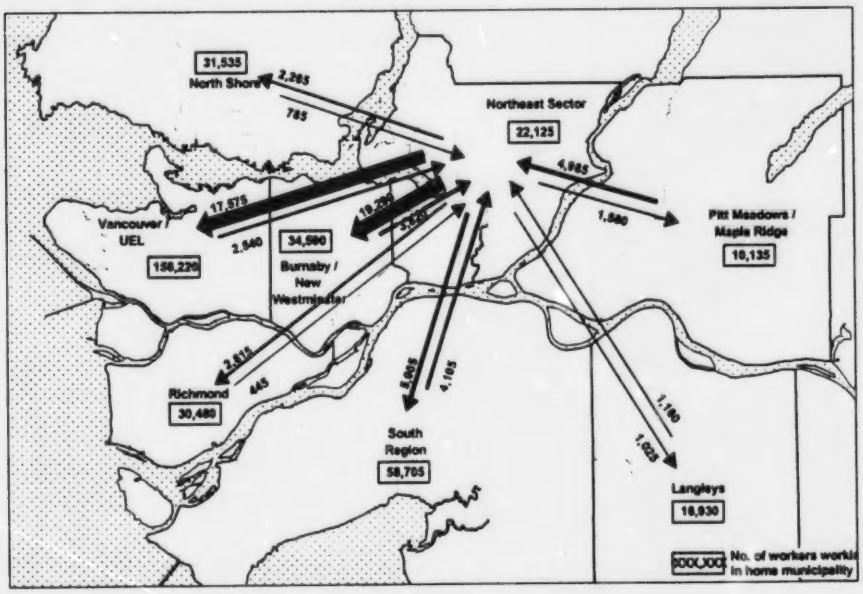
This sub-region consists of Coquitlam, Port Moody, Port Coquitlam, Anmore, Belcarra, Pitt Meadows and Maple Ridge. The area has grown rapidly in recent years, with population increasing by 24% between 1992 and 1999 to 265,000 residents.

Employment is primarily industrial and has been growing at a slower rate than population, resulting in a growing commuter market. New residential development has typically been at relatively low densities, particularly in Pitt Meadows and Maple Ridge.

This sub-region experiences some of the worst traffic congestion in the region, although this has been alleviated to some extent by the opening of West Coast Express (WCE) service in 1995, the Barnet-Hastings HOV lanes in 1997 and the Trans-Canada Highway HOV lanes in 1998. The redesign of the Cape Horn - Highway #1 interchange during 1999 will also improve traffic safety and relieve some congestion.

In 1999, TransLink doubled service on the #147 route connecting Coquitlam Town Centre and Port Moody with Lougheed Town Centre and New Westminster.

1996 Journey to Work Patterns



Transit Issues

Due to its relatively low densities and limited level of transit service, this sub-region generates below-average transit ridership. Less than 4% of all trips within the Northeast Sector are made by transit. Travel patterns are complex, as travel is highly dispersed among many suburban destinations as opposed to the traditional suburb-to-Vancouver commuting pattern.

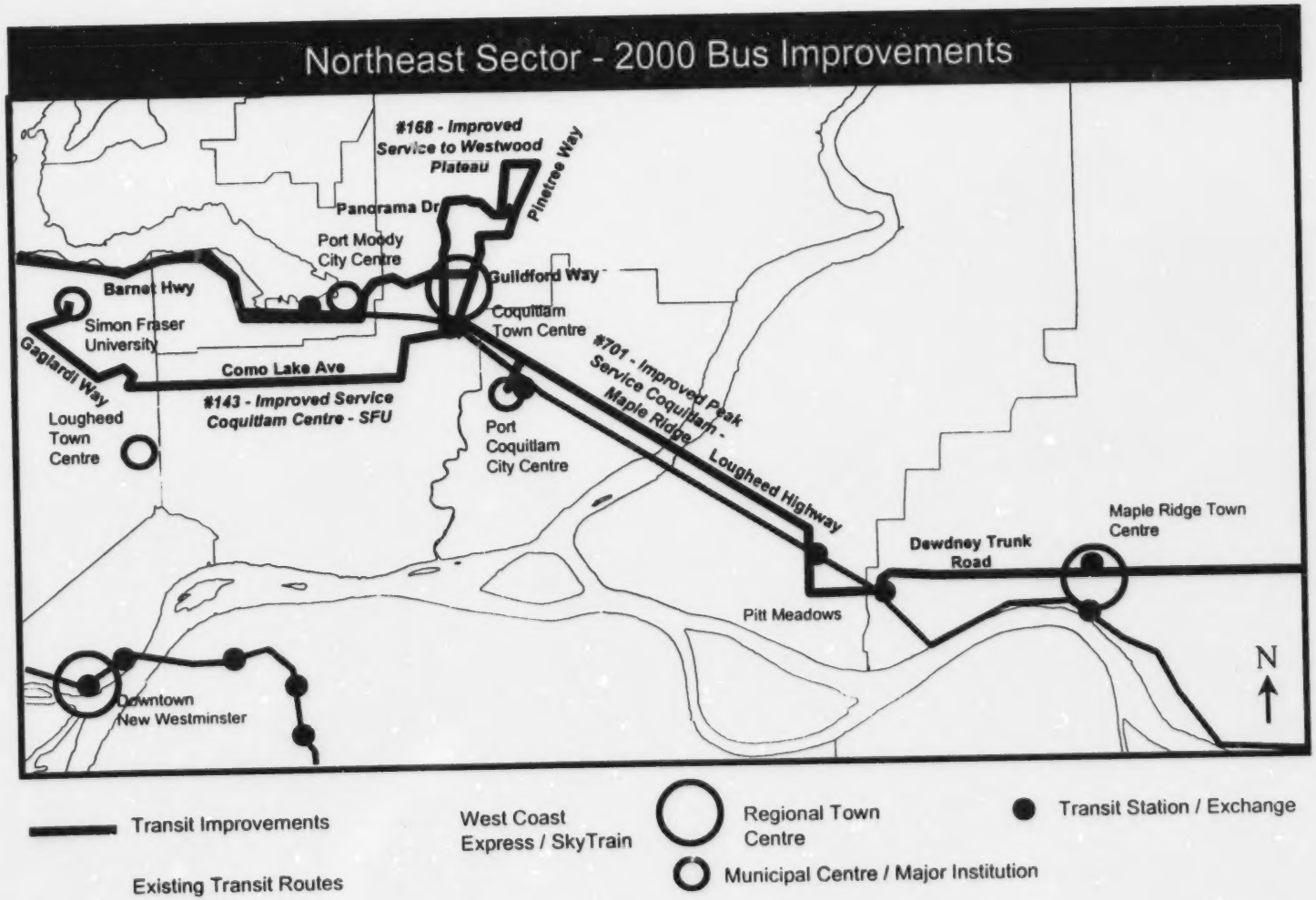
Major issues regarding transit service in the Northeast Sector and Pitt Meadows/Maple Ridge identified by customers and municipalities include:

- the need for improved services to growing employment centres in Coquitlam and Port Coquitlam, as these areas attract trips from other sub-regions;
- insufficient service frequencies on major routes, particularly in midday and evenings;
- lack of direct service alternatives to Simon Fraser University; and
- improved local service to developing areas.

Major Initiatives

Some improvements to transit services in the North East Sector will be delivered by West Coast Express with the additional train cars and an additional Train Bus. In the near future, the SkyTrain extension to Lougheed Mall will open, and additional feeder buses will provide connections by 2001. In the meantime, the majority of transit service improvements proposed for the Northeast Sector/ Pitt Meadows/Maple Ridge sub-region focus on establishing ridership to major destinations within the area. It is anticipated that improvements to services in the following areas will result in increased transit ridership over the next 2 to 3 years.

- **Extended Peak Period Service Between Coquitlam and SFU:** It is proposed that the 30 minute direct service on the #143 connecting Coquitlam City Centre with SFU be extended beyond the traditional peak period hours. Approximately 15% of SFU students live in the Northeast Sector, and improving this direct peak period transit service will compete better with auto users. Additional trips will improve connections with West Coast Express and other transit services at Coquitlam Station. It is estimated that over 30,000 new annual rides would be generated after 1 year of operation.
- **Earlier Peak Period Service to Pitt Meadows & Maple Ridge:** It is proposed that service from Coquitlam Station to Maple Ridge start earlier to meet 7 a.m. work starts in Pitt Meadows and Maple Ridge.


Northeast Sector - 2000 Bus Improvements
#168 - Improved Service to Westwood Plateau
Pinetree Way
Panorama Dr
Port Moody City Centre
Guildford Way
Barnet Hwy
Simon Fraser University
Coquitlam Town Centre
Gaglardi Way
Como Lake Ave
#143 - Improved Service Coquitlam Centre - SFU
#701 - Improved Peak Service Coquitlam - Maple Ridge
Lougheed Town Centre
Port Coquitlam City Centre
Lougheed Highway
Maple Ridge Town Centre
Dewdney Trunk Road
Pitt Meadows
Downtown New Westminster
N
Transit Improvements
Existing Transit Routes
West Coast Express / SkyTrain
Regional Town Centre
Municipal Centre / Major Institution
Transit Station / Exchange

- **Improved Service to Westwood Plateau:** It is proposed that the #168 Johnson Heights service be extended further up Westwood Plateau to provide a transit alternative to the Coquitlam Town Centre and Coquitlam Station. Currently there are over 5,000 residents in a combination of multi- and single-family homes that are beyond a reasonable walking distance from the existing transit route. The proposed extension would vastly improve the service coverage to this growing residential neighbourhood.

Resource Requirements:

Northeast Sector/Pitt Meadows/Maple Ridge 2000 Bus Improvements					
Start Date	Project Title	Total Annual Hrs	Total Fiscal Hrs	Total AM Peak Vehicles	Total PM Peak Vehicles
Fall	Extended peak period service between Coquitlam Centre and SFU on #143	2,000	650	0	0
Winter	Improve Service Coquitlam Centre to Westwood Plateau (on #168)	800	40	0	1
	Earlier AM Peak Service on #701 Coquitlam Centre to Maple Ridge	100	10	0	0

South of Fraser

Setting

The South of Fraser sub-region is one of the fastest growing in the GVRD. Low densities and dispersed travel patterns are a challenge for efficient transit.

The South of Fraser sub-region consists of the cities of Surrey, White Rock and Langley, the Corporation of Delta and the Township of Langley. The South of Fraser sub-region encompasses over 40% of TransLink service area and includes several communities with varying levels of development. Significant tracts of this sub-region are in the Agricultural Land Reserve; as a result the urban development areas are separated by rural land uses. The sub-region has a population of 567,000 (28% of the GVRD's population) and 12.74% of employment in the GVRD, second to Vancouver with 31%.

TransLink is currently conducting an Area Transit Plan Review program in partnership with the municipalities and in consultation with residents to identify transit service options for the future. A number of timely suggestions for service improvements have been brought to the attention of TransLink during the needs assessment phase of the plan development. The planned system enhancements have permitted TransLink to respond immediately to some of the more pressing needs.

Surrey

The City of Surrey is the dominant urban centre in this sub-region, with urban development focussed at Surrey City Centre and at municipal centres, including Guildford, Newton, Fleetwood, Semiahmoo and Cloverdale. These centres are characterised by nodal development in the form of higher density commercial, residential and office land uses, with rural land in between.

The transit system in Surrey is based on a series of "hubs" located at Surrey City Centre and the municipal town centres. In addition, there are four SkyTrain stations and a major Park & Ride lot located in Surrey, which provide a rapid transit linkage with much of the region

White Rock

The City of White Rock, located to the south of the City of Surrey, has a population of 17,600 (1999). White Rock is mainly a residential community, with a large senior's population.

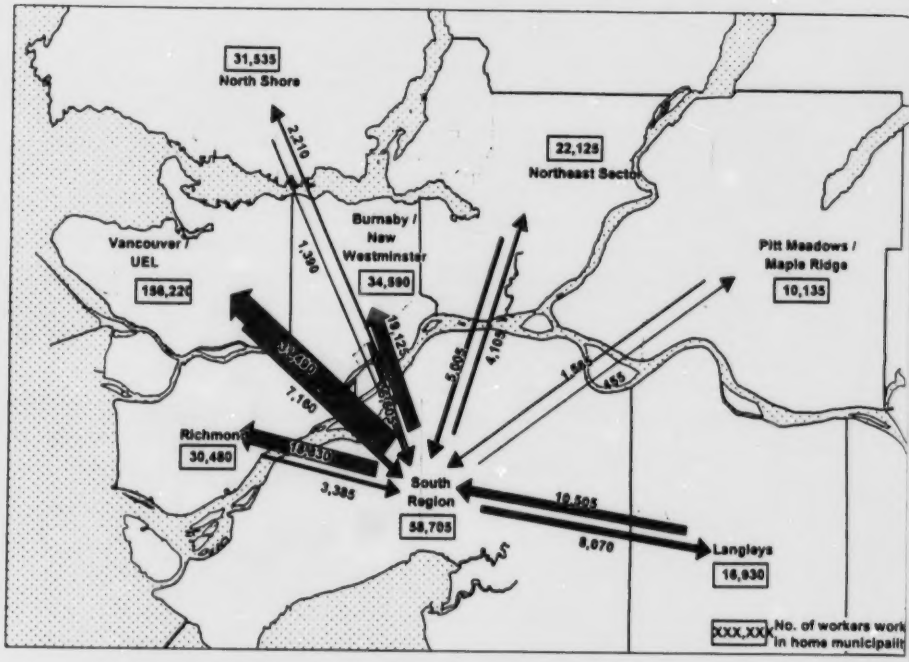
Delta

Delta consists of three separate communities -- Ladner, Tsawwassen and North Delta. Ladner and Tsawwassen are primarily residential communities, while North Delta has more in common with Surrey, as they share the Scott Road/ 120 Street municipal boundary.

Langleys

The City and Township of Langley are in the easternmost part of the sub-region. Langley City is a relatively compact urban area, while Langley Township is larger and includes fully developed and developing urban areas with large tracts of rural and agricultural land.

1996 Journey to Work Patterns South of the Fraser River



Transit Issues

The automobile-oriented nature of development south of the Fraser River places transit in a highly competitive market. Moreover, employment is dispersed within the subregion including commercial centres such as Surrey City Centre, Willowbrook, and Guildford Mall as well as the River Road, Annacis Island, Port Kells, and Langley Industrial parks. Most work trips are to the City of Vancouver as shown in the Journey to Work map above, however there are significant numbers to Richmond and Burnaby as well. Major transit service issues in the South of Fraser sub-region include the following:

- service is infrequent in most areas due to the low density of development;
- there is a lack of cross-regional linkages to Richmond, Burnaby and Coquitlam;
- lack of crosstown service connecting town centres in the sub-region such as Guildford, Scottsdale, Newton, Cloverdale;
- lack of capacity and comfort on longer distance express bus services;

transit routes and frequency has not kept pace with significant local destinations such as the Kwantlen College campuses.

Major Initiatives

Transit service improvements proposed for the South Fraser sub-region are intended to establish transit ridership in areas with potential, in support of the policy to provide better linkages to regional town centres:

- **Surrey/North Delta - Richmond City Centre Connector**: Market research reveals a significant unmet demand for service between these municipalities. This service will connect Surrey City Centre and North Delta with Richmond Centre, possibly via 88th Avenue, Alex Fraser Bridge and Highway #91. A Monday to Friday peak period service is forecast to generate approximately 600 rides per day after one year of operation.

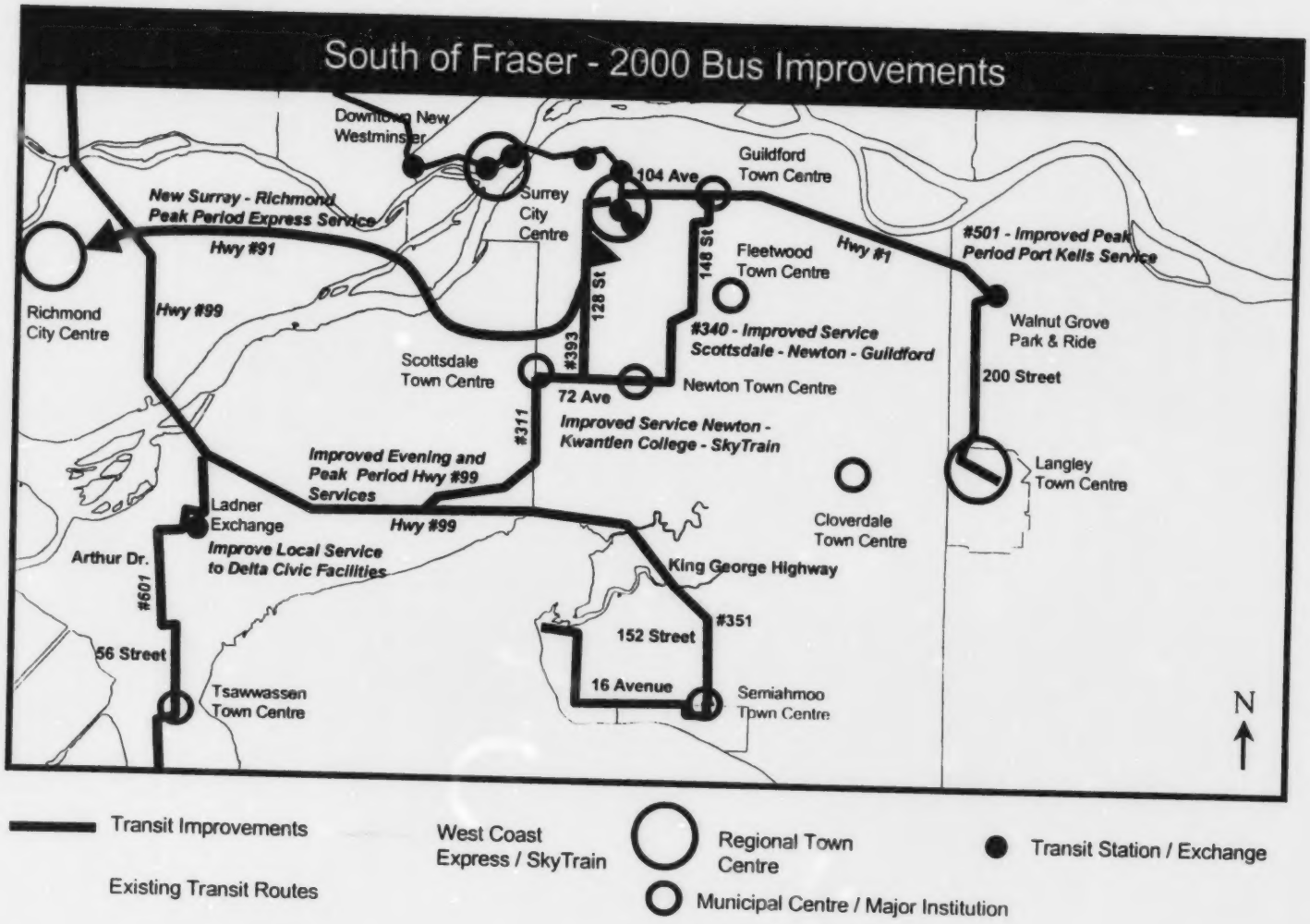
A new cross-regional service between Surrey and Richmond is proposed for introduction in 2000.

- **Improved Surrey-Port Kells Industrial Area Service:** It is proposed that service on the #501 be enhanced in the reverse peak period to alleviate crowding, and to provide better service between Surrey City Centre, Guildford and employment located in Port Kells.

- **Enhanced Evening Services:** The #351 and #601 routes have been experiencing crowding in the early evenings therefore it is proposed to extend the 30 minute service frequency till approximately 9:30 p.m. on weekdays.

- **Improved Service to Kwantlen Campus:** Enrolment to the Surrey campus on 72 Avenue has been growing and the local transit services are not designed to provide a direct connection to Surrey City Centre and SkyTrain. It is proposed that the #393 route be improved to better meet the needs of Kwantlen College and provide peak period service between Surrey City Centre and the College.

- **Improve Connections between Guildford, Newton, and Scottsdale Town Centres:** It is proposed that Monday to Saturday service frequency be increased (from 60 minutes) to every 30 minutes between these municipal centres, thereby improving the ease of east-west travel in Surrey. The improved service will also increase access to Kwantlen College from Guildford.


South of Fraser - 2000 Bus Improvements
Downtown New Westminster
Surrey City Centre
104 Ave
Guildford Town Centre
New Surrey - Richmond Peak Period Express Service
Hwy #91
Hwy #99
Richmond City Centre
128 St
148 St
Fleetwood Town Centre
Hwy #1
#501 - Improved Peak Period Port Kells Service
Walnut Grove Park & Ride
200 Street
#340 - Improved Service Scottsdale - Newton - Guildford
#393
Scottsdale Town Centre
72 Ave
Newton Town Centre
#311
Improved Service Newton - Kwantlen College - SkyTrain
Improved Evening and Peak Period Hwy #99 Services
Langley Town Centre
Ladner Exchange
Hwy #99
Cloverdale Town Centre
Arthur Dr.
Improve Local Service to Delta Civic Facilities
King George Highway
#601
#351
152 Street
56 Street
16 Avenue
Tsawwassen Town Centre
Semiahmoo Town Centre
N
Transit Improvements
Existing Transit Routes
West Coast Express / SkyTrain
Regional Town Centre
Municipal Centre / Major Institution
Transit Station / Exchange

Resource Requirements

South of Fraser 2000 Bus Improvements					
Start Date	**Projected Time**	**Total Annual Hours**	**Total Fiscal Hours**	**Total AM Peak Vehicles**	**Total PM Peak Vehicles**
Summer	Improve Evening Service Vancouver to South Delta/South Surrey	2,500	1,290	0	0
Fall	Provide New Access to Delta Civic Centre (#606/#608)	-	-	0	0
Winter	Improve Daytime Service Newton to Guildford via 144 St/ 148 St (#340)	3,500	190	1	1
	Improve Peak Service SkyTrain to Kwantlen College (Scottsdale) via 128 Street (#393)	3,000	160	2	2
	Improve Peak Period Service SkyTrain to Port Kells (#501)	2,500	140	1	1
	Provide earlier service to downtown Vancouver from South Delta (#601)	400	20	0	0
	North Delta/Surrey to Richmond City Centre Connector	9,000	470	6	6

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North Shore

Setting

The North Shore sub-region consists of the City and District of North Vancouver, the District of West Vancouver, the Village of Lions Bay and Electoral Area C (Bowen Island). The North Shore has a population of 171,500 (1997).

Urban growth in the North Shore communities has been relatively slow in comparison to other parts of the region. North Shore population increased by 7% between 1991 and 1996, while the entire GVRD increased by over 20%. North Shore population growth is primarily occurring in the area east of the Seymour River.

Employment growth in this sub-region has also been relatively slow and is mainly concentrated in the Central Lonsdale and Lonsdale Quay areas of the City of North Vancouver. Substantial proportions of North Shore residents commute to jobs in Vancouver.

The North Shore transit system is bus-based and includes regional services, cross-town and local services, in addition to the SeaBus passenger ferry. The system is designed around the three focal points of Phibbs Exchange, Lonsdale Quay and Park Royal Shopping Centre. Transit usage rates on the North Shore are slightly above the regional average, with 9% of the region's population generating 10% of all regional weekday transit trips.

Transit Issues

North Shore transit services consistently receive high customer satisfaction ratings, however, there some issues, which have been identified during the needs assessment phase of the Area Transit Plan.

- the Horseshoe Bay Ferry Terminal is a source of growing demand, leading to overcrowding of West Vancouver buses; this demand is projected to increase in the future;
- and access roads leading to both major water crossings - the Second Narrows Bridge and the Lions Gate Bridge - experience increasing traffic congestion, which negatively affects transit reliability and travel times.

Major Initiatives

During 1999, TransLink is conducting an Area Planning program to examine requirements for the future. The needs assessment phase of the plan was completed in the Fall and a number of transit improvements have emerged.

- **Increase Service Across the Second Narrows:** Ridership growth has led to crowding. It is proposed that the #210 service leaving Phibbs Exchange for Vancouver during the day be doubled from 30 minutes to every 15 minutes.

- **Increase Service Across Lions Gate:** #240 service to Vancouver has been crowded and leaving customers behind. It is proposed that midday service frequency be doubled from 30 minutes to 15 minutes, and that the 15-minute frequency be extended until approximately 9:30 p.m. to accommodate high volumes of passengers travelling from downtown Vancouver in the early evening.

- **Improved service to Lynn Canyon Park:** To accommodate hikers and tourists it is proposed to extend the #229 from Lynn Valley to Lynn Canyon during the evening and on Sundays and Holidays.

- **Grouse Mountain Seasonal Adjustment:** The popularity of Capilano Canyon and Grouse Mountain for hiking and sightseeing is growing among Lower Mainland residents as well as visitors. It is proposed that more service be added between Lonsdale Quay and the Capilano Road tourist corridor to match the hiking/tourist season.

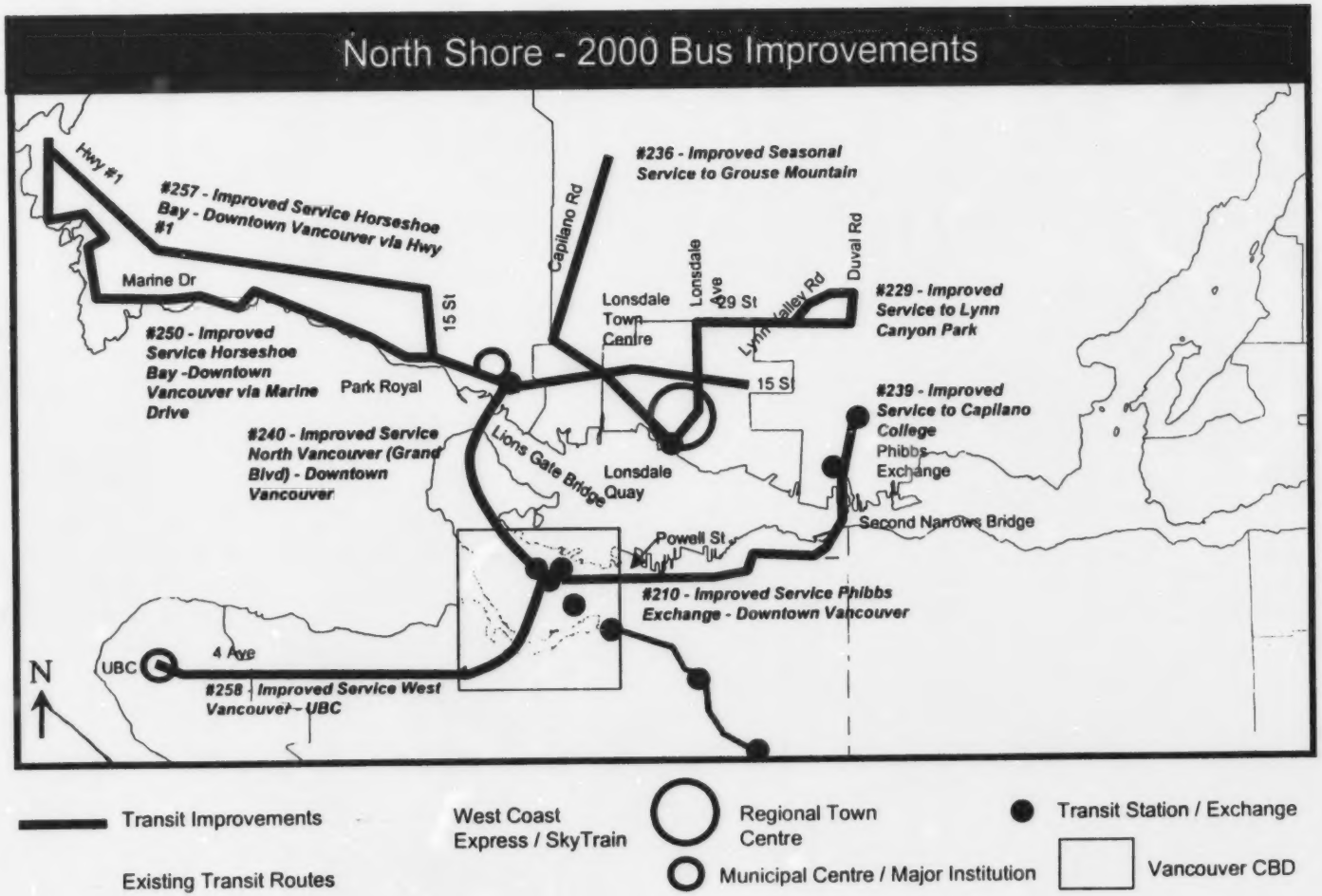
West Vancouver Municipal Transit

The West Vancouver Blue bus service is the oldest continuously operated municipal transit system in North America. It now operates as a contractor to TransLink, and it receives a high level of customer support and loyalty. In 1999, the service was expanded to include a new North Shore crosstown route, and bike racks were added on the entire fleet. Initiatives for next year are:

Expanded service to Horseshoe Bay and UBC is proposed in 2000.

- **Additional Service between Horseshoe Bay – Downtown Vancouver #250 and #257**: It is proposed to increase the service frequency on routes serving Horseshoe Bay due to crowding in the peak and midday;

- **Additional Trips from West Vancouver to UBC**: the #258 is becoming crowded, additional trips will alleviate the situation and attract new riders


North Shore - 2000 Bus Improvements
Hwy #1
#257 - Improved Service Horseshoe Bay - Downtown Vancouver via Hwy #1
Marine Dr
#250 - Improved Service Horseshoe Bay -Downtown Vancouver via Marine Drive
Park Royal
15 St
#240 - Improved Service North Vancouver (Grand Blvd) - Downtown Vancouver
Lions Gate Bridge
Capilano Rd
#236 - Improved Seasonal Service to Grouse Mountain
Lonsdale Town Centre
Lonsdale Ave
29 St
Lynn Valley Rd
Duval Rd
#229 - Improved Service to Lynn Canyon Park
15 St
#239 - Improved Service to Capilano College
Phibbs Exchange
Second Narrows Bridge
Lonsdale Quay
Powell St
#210 - Improved Service Phibbs Exchange - Downtown Vancouver
4 Ave
UBC
#258 - Improved Service West Vancouver - UBC
N
Transit Improvements
Existing Transit Routes
West Coast Express / SkyTrain
Regional Town Centre
Municipal Centre / Major Institution
Transit Station / Exchange
Vancouver CBD

Resource Requirements

North Shore – 2000 Bus Improvements					
Start Date	Project Title	Sum of Annual Hrs	Sum of Fiscal Hrs	Total AM Peak Vehicles	Total PM Peak Vehicles
Spring/ Summer	Grouse Mountain Seasonal Adjustment	2,300	1,860	0	2
	Additional Service between Horseshoe Bay – Downtown Vancouver (#250 - #257)	3,200	2,270	0	1
	Improve Evening & Sunday/holiday #229 Service to Lynn Canyon Park	-	-	0	0
	Improve service across Lions Gate on #240	6,500	3,360	0	0
Fall	Improve Evening #239 Service to Capilano College	-	-	0	0
	Extend PM Peak Service from Vancouver to North Vancouver via Lions Gate Bridge	1,500	490	0	0
	Improve AM and PM Peak Period Service between West Vancouver & UBC	600	200	0	0
Winter	Improve Midday Service across Second Narrows Bridge (#210)	4,500	230	0	0

Bowen Island Community Transit

Bowen Island Community Transit represents the first competitively tendered minibus in the region. By September 1999, ridership reached it's first year target.

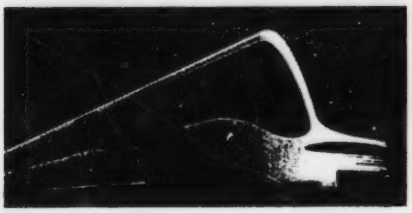
The region's first community bus service was introduced on Bowen Island in May 1999. The service utilizes two 22 passenger minibuses on two routes timed to connect with the BC Ferry at Snug Cove. The service is marketed at commuters travelling to the North Shore and Vancouver. Service is operated under contract, by Bowen Island Community Transit.

Ridership response has been increasing and now averages 200 passengers per day after nine months of operation, well above the target of 150 rides set for the end of the first year of operation. Customers have been overwhelmingly positive about the service.

A comprehensive service review including a customer survey is underway during February-March 2000. The review will assist TransLink in making a decision on the future of the pilot project. No additional changes are proposed until the comprehensive review has taken place.

SkyTrain

(BC Rapid Transit Company)



Mark II SkyTrain cars will begin arriving in late 2000 and start service in 2001.

SkyTrain will be entering its 15th year of operation in January 2000. Following the opening of the 3-station extension to Surrey City Centre in March 1994, SkyTrain experienced over 10% average annual ridership growth until 1996. Since 1997, ridership has remained relatively stable due to a general economic slowdown, finite peak carrying capacity, and a system fare change in November 1997. However, the first 10 months of 1999 show a more positive growth rate of approximately 2.7%, with annual boardings projected to top 43 million, more than double the 20.3 million in the first post-Expo year of 1987.

While the SkyTrain fleet has increased from 114 to 150 cars, the series of extensions from New Westminster to King George increased the service area coverage. The result is that peak-hour capacity to and from downtown Vancouver has essentially remained unchanged for a decade. Selected changes have been made in recent years through the extension of peak service levels, improvements in some off-peak hours, and special event service, but the total service budget of 624,648 revenue car-hours for fiscal year 1998/99 was only 0.5% above the 1997/98 figure of 622,000.

Throughout 1999, BCRTC has been involved in the liaison with Rapid Transit Project 2000 on design and integration issues related to the forthcoming SkyTrain extension. This included the operation of a modified service during May and June 1999 to accommodate construction of a new track switch immediately east of Columbia station.

Major Initiatives

SkyTrain proposes to operate a largely "status quo" service for the coming year, except as noted below. However, a number of capital improvements are either committed or proposed, and considerable efforts will be going into preparation for the opening of the first phase of the SkyTrain extension to Lougheed Town Centre in December 2001.

Until the introduction of new Mark II vehicles in early 2001 (as further described below), there is no opportunity to significantly increase capacity or alleviate crowding during weekday peak periods. Passenger volumes will be monitored and, where appropriate, the duration of peak service will be extended from the available contingency budget, and schedules will be fine-tuned for peaks within the peak period.

Off-peak service will be maintained at current levels of 5 minutes or better, according to demand. Minor adjustments will be made within available contingency budget as required.

Hours of Operation

While there have been ongoing public requests for late night service extension until after bars and lounges close at 2 a.m., it is not possible to accomplish necessary maintenance of track and wayside facilities within such a reduced shutdown period. TransLink proposes to evaluate current and potential late night ridership to determine if improved alternative bus service is warranted in future.

Special Event Service

SkyTrain will maintain its past commitment to augment service for major annual events such as the Sun Run, Canada Day, Symphony of Fire, Vancouver Indy, and New Year's Eve, as well as ongoing events at BC Place Stadium and General Motors Place.

Capital Improvements

New Ticket Validators

New ticket validators are scheduled to be delivered and installed in late summer at all 20 stations as part of the Integrated Fare Unit project (electronic farebox) in order to accept a new magnetic-stripe encoded FareSaver ticket which will be introduced throughout TransLink. Existing validators for a diminishing number of non-magnetic FareSavers will remain in place until some time the following year.

Preparation For SkyTrain Extension

All departments of BC Rapid Transit Co. Ltd. will be heavily involved in preparation for the forthcoming SkyTrain extension, with hiring and training of additional staff to manage the increase in vehicles, stations, track, and passengers.

OMC And Yard Expansion

In order to accommodate an expanded fleet, five new storage tracks are being added to the existing Operations and Maintenance Centre (OMC) yard in year 2000. The new fleet will also be supported by a new vehicle maintenance shop and other facility upgrades.

Preparation For Mark II Cars

The first of sixty new generation "Mark II" SkyTrain cars are due to arrive in late 2000, with delivery continuing for approximately one year[1]. Operation in revenue service, however, is dependent upon Automatic Train Control (ATC) and other system modifications, which are not scheduled for completion until early 2001. As a result, increased service has not been budgeted for year 2000. However, efforts are being made to expedite systems to allow introduction as early as practical in order to supply more capacity at peak hours that will relieve current crowding.

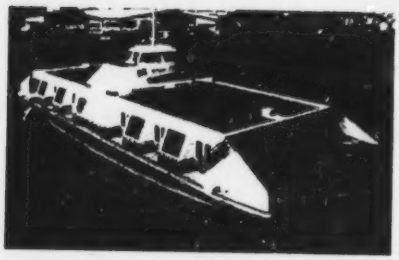
[1] The first 10 cars will be built in Kingston, Ontario, while the remaining 50 will be built at the new Bombardier car plant adjacent to the existing SkyTrain yard in Burnaby.

Safety & Security Upgrades

The following upgrades are proposed for improved customer safety and security:

- installation of closed circuit television cameras in passenger elevator cabs;
- upgrade of concourse lighting at several stations;
- installation of enhanced tactile platform safety edge at all existing stations, in line with the design approved for new stations.

SeaBus



SeaBus currently carries over 15,000 passengers per day.

SeaBus is operated by Coast Mountain Bus Company to provide a crossing of Burrard Inlet connecting the Lonsdale Town Centre with Downtown Vancouver. The service is currently operated with two vessels, each of which can carry up to 400 passengers. The crossing time is 12.5 minutes.

Between 1993/94 and 1997/98, ridership on SeaBus increased by almost 30%. Ridership declined significantly in 1998, but was stable in 1999. The slowing of ridership is a function of several factors including the decline in the enrolment of English as a Second Language (ESL) student. North Vancouver is home to many of these students in 1998, 90% of who use transit. In late 1999, ESL student enrolment and tourist volumes rebounded and SeaBus ridership is now increasing slightly

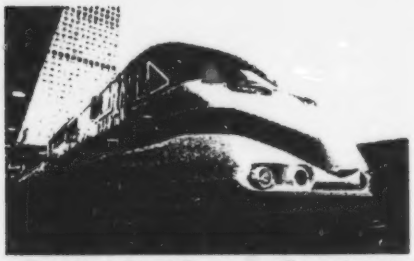
The reconstruction of the Lions Gate Bridge originally scheduled for 1999 is slated to begin in March 2000. The number of evening closures (8:00 PM to 6:00 PM) has been reduced to about 40 nights, all of which fall on a Monday. The bridge will be closed on four weekends as well. During these closures, North and West Vancouver buses using the Lions Gate Bridge will be re-routed to Lonsdale Quay to connect with SeaBus.

Major Initiatives

It is likely that some motorists will avoid the uncertainty around the closures and convert trips to transit. A contingency of 100 service hours for SeaBus has been established to provide 15-minute service on the four Sunday afternoons as well as evenings if required.

SeaBus – 2000 Major Initiatives		
Improvement	Additional Hours – 2000	Annual Hours
Contingency for Lions Gate Bridge Closures	100	None

West Coast Express



The West Coast Express will receive nine new cars in 2000 allowing for a 21% increase in capacity.

West Coast Express is a subsidiary company of TransLink offering premium transit from the North of Fraser and Northeast Sector to Vancouver. Its services consist of commuter rail and a new TrainBus service, which commenced in September of 1999. Both the train and the TrainBus are well utilized. West Coast Express ridership expanded during the spring 1999, but had a slow summer and fall season. During 1999, WCE shuffled operations to include eight car trains on two of the runs to address capacity limits at specific times.

The TrainBus service has been well utilized by commuters who depart from downtown Vancouver after the last train in the evenings. The average passenger volume per bus from September to December is 38 passengers or 81% of seated capacity.

Year 2000 Plans

Commuter Rail Service

The current schedule will remain throughout 2000, with five trains eastbound and five trains westbound each day. Due to growth in ridership, WCE proposes to operate all 31 cars from January to March allowing for one nine-car train. As ridership seasonally eases in April, the nine-car train will be reduced to an eight-car train, and further reduced for the summer season.

The nine new cars will start arriving in July with the first three cars replacing the three Tri-Rail leased cars by the end of September bringing the total cars in operation to 32. By November 2000 all new cars will have arrived, allowing for trains to be expanded to 34 operating cars and three spare cars.

Special Train Service

Eight special train service days are proposed. In April, one return trip is planned for the Sun Run. Five "Summer Trains" are proposed: two trains in July and three in August. Two "Santa Trains" are planned for December. The longest available regular service train will be used for special trains.

TrainBus

The existing TrainBus will operate through to September on the same schedule that currently exists. The schedule may change in September 2000 following a review of the current service.

Major Initiatives

Two new services are proposed:

Second TrainBus –The TrainBus is proposed for expansion in September 2000. The service may operate as a second late-evening departure eastbound or a late-morning westbound departure. Further research is required to determine the appropriate schedule.

The service will operate in a similar manner to the existing TrainBus. The contracted incremental service hours designed to increase the WCE operating window and provide additional commuting combinations. The second TrainBus will be operated as a pilot service and continued service will be based on meeting ridership and cost recovery targets of 50%.

Car Station Rental Pilot – In co-operation with the TransLink Demand Management group, WCE proposes to launch a pilot program from the Coquitlam Central station. This low cost project will be jointly funded with a private sector partner who will manage the provision and use of the station cars.

Station cars are driven to and from the WCE stations by transit riders. Other WCE users can pick up the car from the station for any kind of short trip whether to a work site or for personal business in the vicinity of Coquitlam.

Resource Requirements

West Coast Express - Incremental		
Initiative	Fiscal Hours	Annual Hours
New Train Bus	249	762

Innovative Transit Services

Alternative forms of transit are designed to better fit low density markets and reduce costs.

The purpose of the Innovative Transit Services program is to find different ways of delivering transit mobility in areas where conventional transit services are unsuitable for the target travel market. These conventional services are characterised as poor performers, and typically have a very high cost per passenger due to low ridership. Nevertheless, these areas desire transit service and there is strong interest in different products to serve niche markets.

One area that has received significant attention is the local travel market in suburban areas. Finding innovative ways of delivering transit service is not limited to lower density suburban areas. Within downtown Vancouver and some regional town centres consumers are looking for a high frequency shuttle or circle routes using small, easy access vehicles.

Over the past year, TransLink has introduced two innovative services to test consumer response. On Bowen Island, a new bus system using two small vehicles and delivered at a competitive cost commenced operation in May 1999. West Coast Express was able to extend its limited hours of operation through the introduction of a premium bus service marketed as TrainBus. Both of these services have been well received by customers, and they have met TransLink cost recovery targets.

Major Initiatives

Community Bus 2000: Community groups and transit users in White Rock and South Surrey have long pointed to the need for change to the organization and delivery of local transit services on the Semiahmoo Peninsula. The financial performance and the ridership on the six local routes (#353 through #358) operating in the White Rock/South Surrey area using 40' buses is poor. The total annual cost of these routes is $2.4 million, of which only 8.8 % is returned through fares, as compared to 40.0 % on the overall bus system. The average cost per boarded passenger is $9.55, which compares poorly with the average cost per boarded passenger for the overall bus system of $1.76. The average number of boarded passengers per service hour is 9.4 which also compares poorly with the system average of 52.1 boarded passengers/per service hour The high costs of local service in the Semiahmoo Peninsula cannot be economically supported.

Community Bus 2000 has engaged people in the design of a new system that better meets the needs of the local travel market. The input received from market research surveys, public meetings, and focus group sessions has indicated strong support for the following:

i) community shuttles with 30 minute frequencies using minibuses to provide improved service to local destinations in the daytime

ii) a demand responsive route system during the evenings using small vans or taxis to provide convenience and security for customers; and

iii) a more community oriented local transit system which is more cost effective than the existing system and better serves the market .

To respond to these community requests , TransLink is proposing a totally new service design to be implemented in 2000, for which competitive tenders would be issued. This service would feature:

i) four community shuttle routes operating on 30 minute frequencies and using ten (includes spares) 22 passenger minibuses to provide connections to regional transit services;

ii) an evening flexible route system which uses up to five (includes 1 spare) passenger vans/ or taxis, and provides service within four districts in the Peninsula to regional services at the White Rock/South Surrey Centre.

The new Community shuttle service for the Semiahmoo Peninsula is expected to improve the local service cost recovery from 8.8% to 14.4%, and increase ridership annually from 253,000 boarded passengers to 325,000 boarded passengers after one year of service.

Burnaby Heights TaxiBus: This small neighbourhood in the northwest corner of Burnaby has a long history of unwanted commuter traffic. Recent efforts to introduce traffic calming measures have highlighted the poor use of conventional bus service. Current transit volumes average only two customers per bus with a cost per passenger boarding of $12.18. The maximum number of passengers recorded during the day was six representing less than 15% of seated capacity. Nevertheless there is a loyal transit market in the area that desires continued service.

During 1999, TransLink conducted an analysis of options to provide more appropriate services to this area. A taxi operating on a fixed route and schedule during the daytime and a flexible route after 7:00 p.m. would provide the best level of service to existing customers while cutting costs by over 50%. The service, marketed as TaxiBus, is proposed to start in September 2000.

Three or four sailing waits are common during peak hours on the Albion Ferry. TransLink will investigate options for providing transit links to the Ferry through the innovative Transit Services Plan.

Albion FerryBus: The Albion Ferry carries over 3.5 million passengers on an annual basis. During peak travel periods, there is insufficient capacity on the existing ferries which can result in 30 to 45 minute waits to travel between Maple Ridge and Langley. Travel by transit is not a viable option; the Albion terminal located in Maple Ridge is served by an infrequent bus service while at Fort Langley, customers must walk up to two kilometres to reach buses. Direct bus service on the Fort Langley side has been a long-standing request however, this has not been possible due to inadequate turnaround space for large buses and inflexible operating practices.

Market research being conducted as part of the South of Fraser Area Transit Plan includes testing resident receptiveness to a minibus service linking the Haney and Langley/ Willowbrook regional town centres. The service, marketed as FerryBus, would also provide direct access from Fort Langley to the West Coast Express station in Haney during peak hours. More work needs to be undertaken to refine the proposed service including detailed ridership and revenue estimates, costs and service levels. Service implementation options will be examined as part of the South of Fraser Area Transit Plan program.

Proof of Payment: It is proposed to that all door boarding on the Broadway 99 B-Line be a test pilot at one stop. Allowing passengers to board using front and back doors will speed up the travel time of this service. TransLink will work with Coast Mountain Bus to ensure that all door boarding does not compromise fare payment. The Richmond-Vancouver B-Line will also operate as a proof of payment system.

Guaranteed Meets on WCE: TransLink will initiate a program to improve the bus meets with the train schedule. Improved communications between the WCE train control centre and the Bus control centre should ensure better connections.

Accessible Transit

Family of Accessible Services and Products

handyDART service is provided by seven different operators in nine service areas. A fleet of 236 vehicles carried 929,000 customers in 1999.

TransLink has developed a family of accessible transit services through consultation with the community.

Accessible Bus Program: The policy is to make the conventional bus system 100% accessible by 2006 through replacement of non-accessible buses upon their retirement. Currently, 60 percent of the fleet is wheelchair accessible, and another 117 accessible buses will replace non-accessible buses in 2000.

West Coast Express: Every train car can carry two wheelchairs and is equipped with an accessible washroom.

SeaBus: SeaBus is completely accessible with "roll-on" access in North Vancouver and an elevator at Waterfront Station.

SkyTrain: SkyTrain was designed at the outset to accommodate customers with special needs. Two stations (Granville and Scott Road) have restrictions for wheelchair access, however, provisions have been made to alleviate these constraints.

Recognizing that many people are unable to use the conventional transit services described above, TransLink also provides the following special transit services for persons with disabilities:

handyDART: handyDART is a shared ride pre-booked service using specialised vehicles and provides door to door service for registered users.

HandyPass: Passengers who have a permanent disability that prevents them from using public transit without personal assistance can obtain a handyPass which entitles the user to pay concession fares on the conventional system and allows their personal attendant to ride free. It also allows them to buy taxi saver coupons at a 50% discount.

Taxi Saver: This program provides registered users the ability to make a limited number of spontaneous trips by taxi with a 50% saving.

Objectives

The objectives for the accessible transit program are:

- to increase productivity of the handyDART system to maximize the number of trips;

- to focus on customer requirements for accessible transit
- to encourage greater use of accessible buses, SkyTrain, SeaBus and Taxi Savers by passengers for whom these modes offer feasible alternatives to handyDART; and
- to continue consultations with advisory groups representing transit passengers with disabilities to ensure that transit service meets their needs.

handyDART and Taxi Saver

Accessible Issues

Demand continues to exceed supply for the handyDART and Taxi Saver programs due to:

- Community living for people with disabilities, requiring trips to daily activities
- Prevalence of "care in the community", requiring more trips to out patient services;
- Concentration of specialised medical facilities in the urban area, which creates demand for longer trips by suburban registrants, leading to unproductive "deadheading" by suburban contractors.

handyDART service is provided by seven contractors in nine service areas using 236 vehicles owned by TransLink. Several contractors are non- profit societies established to operate handyDART. Due to demand for service, pre-booked trips for medical, work or post secondary education purposes are given the first priority. There is little resource left for social, domestic or recreational purposes and as a result, trip availability is very restricted on evenings and weekends.

In 1999, the operating cost was $15.83 million. The 1999 data for the handyDART system are shown below:

handyDART Service1999	
Fleet Size	236
Service Hours	407,353
Annual Trips	929,000
Total Cost Per User Trip	$18.99

Taxi companies must meet TransLink requirements in order to participate in the program to accept taxi saver coupons. The number of Taxi Saver coupon booklets issued to an individual is limited to two per month with a total face value of $80.

Taxi Saver Program – 1999	
Registrants	16,080
Net Cost	$826,032
Revenue Passengers	180,948
Wheelchair passengers	14,408
Cost Per User Trip	$8.09

Major Initiatives

The proposed 2000 Accessible services program will increase handyDART service hours by 3%. It is recommended that seven additional handyDART vans be added to the fleet, to more effectively manage the existing program and provide the ability to enhance service provision. In addition, TransLink will receive 117 new low floor buses in 2000, which will increase accessibility. The new #98 B-Line service will offer a major improvement in north-south accessible service along Granville Street and through downtown Vancouver.

Resource Requirements

2000 Accessible Transit			
Fiscal Hours	Annual Hours	Vans	Ridership
+3,500	+14,000	+7	+2.9%

Summary of Transit Program

Name	2000 Status Quo	% Fiscal Expansion Over Status Quo	2000 Expansion Fiscal Year	Total Service Hours Fiscal 2000	2000 Expansion Annualized Service Hours	% Annual Expansion	Service Hours Base 2001 Estimated
Coast Mountain Bus	3,496,778	1.5%	51,180	3,547,958	129,100	3.7%	3,625,878
SeaBus	10,445	1.4%	150	10,595			10,445
SkyTrain	624,719			624,719			624,719
West Coast Express	29,744	0.8%	249	29,993	762	8.2%	32,183
West Vancouver Bus	99,436	2.5%	2,470	101,906	3,800	3.8%	103,236
Bowen Island	4,427			4,427			4,427
Community Bus			2,440	2,440	42,300		42,300
Taxi Bus			2,020	2,020	6,200		6,200
Custom Transit	437,991	0.8%	3,500	441,491	14,000	3.2%	451,991
Total Conventional Hours of Service	4,265,549	1.4%	58,509	4,324,058	182,162	4.3%	4,449,388
Total Hours of Service including Custom	4,703,540	1.3%	62,009	4,765,549	196,162	4.2%	4,901,379

The transit program will expand by 1.3% during 2000, and 4.2% on an annual basis. The implementation schedule of new services is skewed toward September and December and results in smaller fiscal year increase

Transportation Demand Management Program

The Jack Bell Foundation manages over 90 vanpools. It is proposed to double this program in 2000.

The planning and development of Transportation Demand Management (TDM) measures is a mandate of TransLink. TDM aims to encourage more walking, cycling, transit use and off-peak travel and discourage single occupant vehicle travel, particularly at peak times. TDM measures are typically include incentives such as promoting vanpools and carpools, and disincentives such as increased parking charges.

The role of TDM programs at TransLink is being examined through the development of the Strategic Transportation Plan during 1999. Given ongoing public support for this program, the objective for the 2000 Program is to continue supporting existing programs and to investigate new ideas.

2000 Program Initiatives

Ride Sharing

Rideshare Services: The main program is a regional rideshare service provided by The Jack Bell Foundation (JBF) by using vanpools and carpools. The JBF has a total of 91 carpools and vanpools combined, as well as an estimated 400 carpools through ridematching. It is estimated that both programs are removing over 600 cars from the road.

Employer Services: The employer services program is subcontracted through Better Environmentally Sound Transportation (B.E.S.T.) under the name GO GREEN Choices and during 1999 was the second largest TDM . GO GREEN Choices organized the Commuter Challenge, held three GGC Classes and three seminars for GO GREEN Coordinator graduates and published the *Getting to Work* newsletter. In addition, they provided ongoing support to two Transportation Management Associations (TMA's) and helped individual employers implement trip reduction strategies in the workplace.

Rideshare Awareness: TransLink has assumed responsibility for marketing both the rideshare and employer services. TransLink plans to develop a brand identity package for trip reduction services that would be consistent with corporate plans to develop a House of Sub-Brands strategy. It will also develop a strategic marketing strategy to raise awareness of ridesharing.

Mobility Management

Annual Photo ID Employer Pass Program: TransLink received approval in October of 1999 to develop an annual employer pass program to replace the current program that uses monthly FareCards. This change will reduce TransLink's administration costs and enable some large employers, such as the Province of BC and ICBC, who were unable to distribute the monthly FareCards to participate in the new program.

Telework Pilot: TransLink will demonstrate the benefits of this strategy by example with the development of a telework pilot with approximately 15 employees. Telework (previously referred to as telecommuting) means sending the work to the workers instead of sending the workers to work.

Station Car Program: The station car concept originated in the U.S. and is based on the premise that households don't need to own or long-term lease cars to maintain mobility. Several cars are parked at central locations and subscribers use them to make local trips including going to work or home. A station car program requires a reservation and billing system, fleet management and vehicle access system. In conjunction with WCE, TransLink plans to develop a pilot involving several cars at the Coquitlam Station and Scott Road SkyTrain Station.

Resource Requirements

The proposed additions to Transportation Demand Management Program in 2000 are as follows:.

TDM Initiatives	
Initiative	Incremental Cost
Rideshare awareness	$100,000
Annual Photo ID	$75,000
Telework Pilot Project	$50,000
Station Car Pilot Project	$60,000
TOTAL	**$323,200**

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Bicycle Program

A component of TransLink's is to plan for viable transportation mode choices other than the single occupant automobile. The Bicycle Program is developed from TransLink's commitment to encourage cycling throughout the region, whether it is a short distance ride or a long distance trip that involves using transit.

Highlights of 1999

- TransLink contributed capital funding for the development of the University Boulevard Bikeway;
- Bike racks were installed on all West Vancouver buses;
- Additional bike racks were installed on #99 B-Line; #351 Crescent Beach/Vancouver; #601 South Delta/ Vancouver routes;
- New bike rack service on #100 Airport/New Westminster; #135 SFU/Stanley Park; #145 SFU/Scott Road Station; #147 Coquitlam Station/New Westminster Station; #158 Port Coquitlam/New Westminster; #159 Port Coquitlam/New Westminster; #160 Coquitlam/Vancouver; #701 Coquitlam/Maple Ridge routes.
- $100,000 was approved for expansion of the bike locker program at SkyTrain Stations.

2000 Program Initiatives

The 2000 program seeks to continue actions that will remove barriers to cycling and improve inadequate facilities and infrastructure. As outlined in the Strategic Transportation Plan, the Bicycle Program will include capital funding for cost sharing with municipalities to develop bicycle infrastructure as well as providing facilities for bicycle integration with the transit system.

Transit Facilities: The target is to install bike racks on the entire bus fleet; therefore, funding is requested to purchase 300 additional racks to retrofit the existing fleet. All new buses will arrive with bike racks as standard equipment. The fleet to be retrofitted will cover all routes in Richmond and South Delta/Ladner, the diesel routes serving

Vancouver, including the #100, additional coverage on routes serving Coquitlam, Port Coquitlam and New Westminster and all the routes operating out of Surrey Transit Centre providing coverage over the entire South of Fraser area. Capital funding is also requested for bike rack parking at each of the existing SkyTrain stations where inadequate facilities exist.

Proposed Bike Rack Fleet Allocation		
Area Served	**Routes**	**Total Bike-Rack Purchase**
Vancouver/Burnaby/New Westminster	#1, 22, 41, 44, 49, 50, 100	80
Richmond	#98 B- Line, arrive with racks	0
	All Richmond local routes	45
Vancouver/Burnaby	More trips on #99, new buses will arrive with racks	0
Coquitlam	#148, 169, 147, 143, 166	30
Surrey, Delta, Langley	all routes	145
Burnaby	Routes to be determined, new buses arriving with racks	0
	Total Purchase	**300**

Bicycle lockers are provided at several SkyTrain stations. West Coast Express stations and major bus facilities.

Regional Bicycle Network: During 1999, TransLink developed a regional bike network plan that included a map of bicycle facilities that fall under GVTA jurisdiction, such as the BC Parkway, GVTA bridges and suitable portions of MRN roads as well as other significant municipal facilities. It is proposed that each year a base level of capital funding be allocated to improving these facilities. This program would operate in a manner similar to the MRN capital fund, however, it would address bicycle facilities only. Many of the facilities are municipally owned, including portions of the MRN where cost sharing applies.

Bicycle Access To SkyTrain Policy: TransLink will develop an operational plan to of allow bicycles on the SkyTrain extension with the larger Mark II cars.

Communications and Education: TransLink will work with partners to develop a campaign for education and safety.

Interagency Liaison: Continue to support the Municipal Bicycle Committee, to be administered by the TransLink through the new MRTAC committee structure.

Cycling Survey: TransLink will undertake a survey in order to gather data on the use of bicycles and to set a bench mark.

2000 Bicycle Plan Incremental Budget		
Initiative	Annual Operating Cost	Capital Cost (over 2 years)
Cost –Shared Regional Infrastructure		$1,000,000
TransLink Owned Bicycle Facilities		$700,000
Admin & Communications & Education	$127,000	
Total	$127,000	$1,700,000

AirCare Program - Pacific Vehicle Testing Technologies

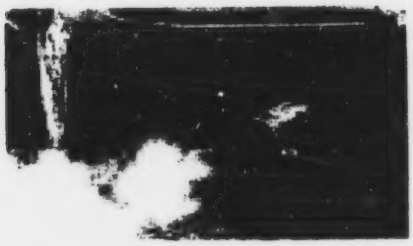
Background & Update

On September 1, 1999, TransLink assumed responsibility for the AirCare Program in the GVRD from the Province of British Columbia. The AirCare Program Administration Office (PAO) became a TransLink subsidiary and adopted the name Pacific Vehicle Testing Technologies (PVTT) Limited.

TransLink also administers the program outside of the transportation service region on behalf of ICBC, which retains responsibility for the program in the rest of the province. Currently, the program area extends as far east as Chilliwack. Policies respecting the testing and environmental standards for the program are determined by a steering committee with members from PVTT, the Ministry of Environment, Lands and Parks (MELP), Environment Canada, the GVRD and the Insurance Corporation of British Columbia (ICBC).

Program Delivery: Inspections are performed under contract at twelve centrally located inspection centres throughout the program area. It is important to note that the program contract is specific to the provision of inspections only. Diagnosis and repair of excess emitting vehicles is performed by whomever the motorist chooses. This is of major significance because the quality of repairs is key to program success yet, to some extent, is outside the control of the program. AirCare was the first program to incorporate extensive ongoing evaluations of the effectiveness of repairs to failing vehicles.

Applicable Vehicles: Vehicles subject to AirCare emissions testing include most passenger cars, light trucks, and motor homes registered in ICBC rating territories D, E, and H (Lions Bay to Chilliwack). By legislation, all passenger cars and light-duty trucks 5,000 kg GVW and under, and motor-homes having a net weight of 3,500 kg and under, are required to pass or conditionally pass inspection prior to annual licence renewal. AirCare was the first I/M program in North America to require vehicles to meet NOx (oxides of nitrogen) standards, as well as HC (hydrocarbons) and CO standards (carbon monoxide). AirCare tests light duty diesel vehicles for visible particulate matter rather than these three invisible pollutants.



Light-duty vehicles that are currently exempt are: current model year vehicles, vehicles with vintage or collector plates, vehicles being licensed for the first time in the province, motorcycles and all-terrain vehicles (ATV's), electric vehicles and golf carts, snowmobiles, amphibious vehicles and agricultural vehicles.

Program Performance: Notable statistics related to the AirCare Program's sixth year of operation include:

- of the 1,022,874 vehicles tested, 109,535 vehicles or 10.7 % failed the inspection;
- of the 109,535 failed vehicles, 8171 vehicles were 1992 model year or newer;
- the mean cost of repairs performed by AirCare certified repair centres was $256.

Between September 1, 1992 and August 31, 1998, AirCare has conducted 6 million tests on 1.5 million vehicles. The cumulative effects of repairs to vehicles that failed inspection represent a reduction in emissions of over 30% relative to the pre-AirCare baseline.

Since 1992, a saving of 29 million litres of gasoline has resulted from repairs to failing vehicles. Apart from the direct energy savings, this has also resulted in a reduction of 73,000 tonnes of carbon dioxide. This represents a significant contribution to reducing greenhouse gas emissions

Program Initiatives

Beginning January 1, 2000 an additional year of newer vehicles will be temporarily exempt from testing. The fee for inspection will be increased to $24.00, in order to recover the program costs. This is the first increase since 1995.

In negotiating a new agreement with Envirotest Canada (EC), TransLink approved substantial upgrades to the inspection centres in order to accommodate recent changes in motor vehicle technologies. This next generation emissions inspection and maintenance program is referred to as AirCare II. AirCare II is designed to provide more suitably comprehensive testing of new technology vehicles and more assurance of quality repairs to all vehicles. Extensive renovations are currently under way to equip the inspection centres to conduct emissions inspections through 2006. Inspection centres are attempting to conduct testing with as little disruption as possible while renovations to one lane at a time are underway. Completion of all renovations and equipment upgrades is expected August 2000.

The installation of new dynamometers will allow for more comprehensive testing, particularly for newer technology vehicles. In addition, enhancements to the certification program are planned to ensure effective repairs are available for all vehicle technologies. Effective September 1, 2000 the following program changes are expected:

- utilisation of the IM240 transient test cycle for 1992 and newer vehicles and exemption of those vehicles every second year so long as they pass;
- implementation of a more comprehensive transient test cycle for light duty diesel vehicles;
- introduction of a functional gas cap pressure test (leaking gas caps are one of the primary causes of evaporative hydrocarbon emissions);
- utilisation of all-wheel-drive dynamometers to perform the appropriate driving cycle while measuring emissions from all-wheel-drive and stability (traction) controlled vehicles;
- implementation of an Internet based repair information system to save time and promote more effective repairs;
- closure of several loopholes that currently inhibit program effectiveness.

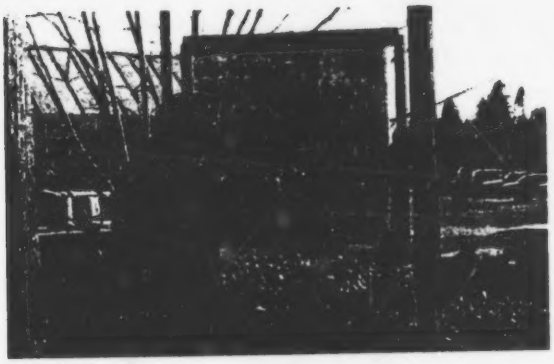
The new agreement delegates responsibility to Envirotest Canada for the communication of program changes to the public. All public relations materials require approval from PVTT.

Resource Requirements

The total operating cost for the AirCare program is as follows:

AirCare	
Initiative	Annual Operating Cost[1]
AirCare II Program	$20,620,000

[1] Excluding debt service



Support Initiatives

Area Transit Planning Process

The Area Transit Planning Process was introduced during 1999, based on the definition of seven geographic sub-regions:

- North Shore (City and District of North Vancouver, West Vancouver, Bowen Island, Lions Bay)
- Vancouver/UBC
- Burnaby/New Westminster
- Northeast Sector
- Maple Ridge/Pitt Meadows (North of Fraser)
- Richmond
- Surrey/Delta/White Rock/Langleys (South of Fraser)

The focus of these plans is to identify specific transit improvements to be implemented over the next three years, and to scope out priorities for years 3-6. In response to municipal requests for more involvement in the development of the Area Transit Plans, each Plan has a team consisting of TransLink and Municipal staff. Consultation with the community occurs through the Public Advisory Committees and through public open houses that are scheduled at key milestones during the development of the Plan. Three Area Transit Plans will be completed by June 2000: South of Fraser, Richmond, and the North Shore, and the initiatives identified by them will be included in future years Program Plans.

2000 Area Planning Program

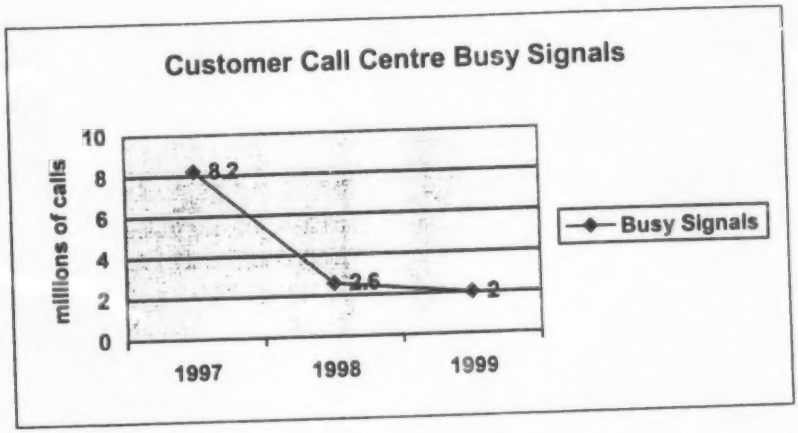
The Area Planning Program was initially set-up as a three year planning – review cycle for the seven areas, with the start up occurring over two years. Experience during 1999 suggests that the remaining schedule is quite aggressive given current staff levels at TransLink. As a result, the Northeast Sector and Burnaby /New Westminster Plans will be focus for 2000. A considerable amount of transit planning will be required for these two areas with the implementation of the Phase 1 SkyTrain and the planning of Phase 2 extension to Coquitlam City Centre.

Each area transit plan follows a consistent process and results in the following reports: Area Transit Objectives and Principles; Transit Issues; Strategy Options; Final Implementation Strategy.

Customer Information Programs

As noted in the Rider Satisfaction market research, improved customer information is frequently requested. Customers are demanding easier access to transit schedules and route information. The traditional sources of information for customers are the public timetables that are distributed widely in the region; the Transit Route Guide; the Customer Information Call centre; and the transit website. Information about service changes are usually communicated to customers through "The Buzzer" newsletter placed on board buses and SkyTrain vehicles, as well as advertising in community and regional newspapers.

The Customer Information Call Centre is fully utilized and now constrained by staff resources and physical space. Although the number of busy signals received is declining dramatically in the last three years due to improvements in the phone system as well as the information systems available to staff, between 10 and 12 % of incoming calls are abandoned before being serviced.



Major Initiatives

Call Centre Relocation: Evaluate the requirement to relocate and expand the call centre in order to improve customer telephone information service. A capital budget request to relocate the call centre to Gateway will be submitted to the new TransLink Board.

Web Site Enhancement: the TransLink Internet site will record over 800,000 sessions during 2000. It is planned to provide customers the opportunity to produce their own trip plans on the web site with the latest version of Coast Mountain Bus scheduling software.

Continue On Street Information: There will be an increase of 1000 locations with InfoTube information bringing the total to 1475 bus stop locations.

Service Monitoring

A key activity for TransLink in its role as a planning and funding agency is to monitor and report on the performance of transit and transportation services. The information gathered through monitoring is essential to determining the cost –effectiveness of services and investments. The customer information phone service will be enhanced by a new hands free interactive voice information system. Customers will be able to receive route and schedule information during phase 1. This system will increase the number of calls responded to from 1.6 million up to 5 million calls annually. A major challenge for TransLink is the lack of efficient information gathering tools, and a lack of data. It is particularly difficult to report on transit passenger use by route, area or time of day

Current monitoring of the transit system is conducted by the individual subsidiaries. CMBC has a staff of 14 people who collect data related to ridership and schedule adherence on the bus system. This resource level enables monitoring of less than 1% of all scheduled bus service.

Expansion of the Transit Checking Program

In order to address the limitations in transit system data, the resources devoted to the data collection task need to be increased significantly. Until Automatic Passenger Counters are purchased, it is proposed that the transit checking program be doubled. An additional 32,000 hours of checking would allow all routes in the system to be checked on one weekday, one Saturday and one Sunday. Although this represents an improvement over the existing level of checking, it falls short of what TransLink staff consider reliable to make low – risk, informed decisions. The proposed budget for data collection represents an increase of $750,000.

Intelligent Transportation Systems (ITS)

ITS includes all electronic data systems designed for use in traffic and transit applications. Transit applications include Automatic Passenger Counters (APC), Automatic Vehicle Location (AVL), and Electronic Fareboxes. Transportation modes such as trucking, commuter rail, emergency vehicles, use ITS for traffic monitoring and management to improve the regional transportation system. Transit customers derive benefit from ITS through improved system reliability, more timely information, and enhanced safety and security.

The #98 B-Line service has been designed to include an AVL system for traffic signal pre-emption, a customer information system, and on-board stop announcements. There will also be the ability to announce on the bus the upcoming stop and provide a visual cue for customers with hearing or sight impairments. TransLink proposes to install Automatic Passenger Counters on a portion of the #98 B-Line fleet as a pilot project to help define the system-wide application requirements of this technology.

Support Initiatives	
Initiative	Incremental Cost
Transit Service Monitoring	$750,000

Conclusions

The 2000 Program Plan includes many new program initiatives that will improve the transportation system in the Greater Vancouver region. There will be increased development of the new roles and responsibilities established among TransLink subsidiaries and contractors.

There will be significant investments in the Major Road Network in partnership with municipalities, as well as Transit Related Road Infrastructure investments that are cost shared with both the Province and municipalities. These road improvements are designed to improve the safety and efficiency of vehicular movements, as well as achieve operating cost savings for Transit.

The largest program component of TransLink in terms of service and budget is Transit. All services combined provide an average of 421,000 trips daily in the region. The conventional bus fleet will expand by 59 buses, and an annual increase of 196,162 service hours is planned, this represents a 4.2% increase in the level of service offered to transit customers.

A major component of the conventional transit service increase planned is the Richmond-Vancouver RapidBus and the increase to local transit services in Richmond. Combined, these initiatives are projected to increase transit ridership by 750,000 annually.

Other conventional transit service increases are planned for areas where ridership growth is apparent, and where there is overcrowding. Typically this occurs on routes serving higher density areas of the region and on routes serving major destinations such as post-secondary institutions such as UBC.

TransLink will also be providing more innovative, community oriented services. A Community Bus is planned to begin operation in the Semiahmoo Peninsula by December 2000, and a TaxiBus service is planned for Burnaby Heights. Proposals to increase the TDM program and provide more resources for bicycle facilities will address the TransLink mandate to increase use of alternative transportation modes.

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Appendix A

Transit Operating Statistics and Performance Indicators

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Table 1
Coast Mountain Bus Company (Bus Services) Operating Statistics

Base Statistic	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99
Direct Operating Cost ($)	222,395,422	231,112,951	238,359,067	246,691,361	256,103,473	266,874,949
Debt Service Cost ($)	27,361,579	32,235,045	35,852,023	35,934,268	33,846,702	35,509,568
Total Cost ($)	249,757,001	263,347,996	274,211,090	282,625,629	289,950,175	302,384,517
Revenue Passengers	82,695,359	85,731,730	90,255,997	91,801,384	92,932,470	93,178,218
Boarded Passengers	152,945,836	157,035,733	166,861,269	168,743,896	171,752,466	172,035,940
Revenue Service Hours	2,977,956	2,958,297	3,004,799	3,038,920	3,178,085	3,305,949
Revenue Kilometres	59,415,824	58,549,239	58,705,117	59,872,975	61,791,384	63,383,097
Total Employees	3,415	3,482	3,554	3,628	3,684	3,805
Operators	2,197	2,232	2,275	2,302	2,339	2,418
Vehicle Maintenance Employees		413	437	446	476	497
Peak Revenue Vehicles	788	786	791	795	820	847
Revenue Vehicles in Service	932	916	911	943	995	1049

Table 2
GVTA Bus Subsidiary: Performance Indicators

Performance Measure	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99
SERVICE EFFICIENCY						
Cost Efficiency						
Operating Cost/Service Hour	$74.68	$78.12	$79.33	$81.18	$80.58	$80.73
Total Cost/Service Hour	$83.87	$89.02	$91.26	$93.00	$91.23	$91.47
Labour Efficiency						
Service Hours/Operator	1,355	1,325	1,321	1,320	1,359	1,367
Service Hours/Employee	872	850	845	838	863	869
Vehicle Efficiency						
Service Hours/Peak Vehicle	3,779	3,764	3,799	3,823	3,876	3,903
Service Kilometres/Service Hour		19.8	19.5	19.7	19.4	19.2
COST EFFECTIVENESS						
Passenger Costs						
Operating Cost/Revenue Passenger		$2.70	$2.64	$2.69	$2.76	$2.86
Total Cost/Revenue Passenger	$3.02	$3.07	$3.04	$3.08	$3.12	$3.25
SERVICE EFFECTIVENESS						
Service Utilization						
Revenue Passengers/Service Hour		29.0	30.0	30.2	29.2	28.2
Revenue Passengers/Service km		1.46	1.54	1.53	1.50	1.47

Table 3
Coast Mountain Bus Company (SeaBus) Operating Statistics

	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99
Direct Operating Cost ($)	5,479,458	5,509,273	5,735,310	5,930,308	6,012,524	6,103,032
Debt Service Cost ($)	260,544	287,784	287,784	287,784	287,784	287,784
Total Cost ($)	5,740,002	5,797,057	6,023,094	6,218,092	6,300,308	6,390,816
Revenue Passengers	2,161,312	2,231,880	2,526,476	2,826,305	2,820,254	2,629,347
Boarded Passengers	4,154,600	4,440,252	4,845,163	5,430,920	5,378,541	5,072,124
Revenue Service Hours	10,410	10,437	10,432	10,416	10,443	10,441
Revenue Kilometres	140,703	140,948	141,353	140,805	141,156	141,139
Total Employees	82	79	80	82	79	79
Operators (Masters and Mates)	17.9	17.5	19.0	19.8	17.9	18.0
Vehicle Maintenance Employees	14.4	13.9	14.5	14.6	14.4	14.4
Peak Revenue Vehicles	2	2	2	2	2	2
Revenue Vehicles in Service	2	2	2	2	2	2

Table 4
SeaBus: Performance Indicators

Performance Measure	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99
SERVICE EFFICIENCY						
Cost Efficiency						
Operating Cost/Service Hour	$526.36	$527.86	$549.78	$569.35	$575.75	$584.53
Total Cost/Service Hour	$551.39	$555.43	$577.37	$596.98	$603.30	$612.09
Labour Efficiency						
Service Hours/Operator	582	596	549	526	583	580
Service Hours/Employee	127	132	130	127	133	133
Vehicle Efficiency						
Service Hours/Peak Vehicle	5,205	5,219	5,216	5,208	5,222	5,221
Service Kilometres/Service Hour	13.5	13.5	13.5	13.5	13.5	13.5
COST EFFECTIVENESS						
Passenger Costs						
Operating Cost/Revenue Passenger	$2.54	$2.47	$2.27	$2.10	$2.13	$2.32
Total Cost/Revenue Passenger	$2.66	$2.60	$2.38	$2.20	$2.23	$2.43
SERVICE EFFECTIVENESS						
Service Utilization						
Revenue Passengers/Service Hour	207.6	213.8	242.2	271.3	270.1	251.8
Revenue Passengers/Service Kilometre	15.36	15.83	17.87	20.07	19.98	18.63

Table 5
SkyTrain: Operating Statistics

Base Statistic	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99
Direct Operating Cost ($)	32,518,414	35,497,290	35,830,497	37,691,903	38,697,488	39,285,663
Debt Service Cost ($)	131,291,393	143,319,275	151,813,048	144,768,870	142,727,332	138,700,638
Total Cost ($)	163,809,807	178,816,565	187,643,545	182,460,773	181,424,820	177,986,301
Revenue Passengers	17,408,598	20,035,909	22,186,088	23,939,204	24,105,178	24,124,996
Boarded Passengers	30,806,841	35,313,817	39,158,332	42,017,519	41,559,299	42,470,160
Revenue Service Hours	478,114	554,288	581,238	590,716	608,116	616,321
Revenue Kilometres	19,937,135	22,337,862	23,412,318	23,805,722	24,501,221	24,837,636
Total Employees	319	333	335	344	357	357
Operators (STA's)	83.1	97.2	100.2	106.9	115.2	113.6
Vehicle Maintenance Employees	65.2	67.8	65.6	64.6	64.9	64.1
Peak Revenue Vehicles	112	120	126	132	136	136
Revenue Vehicles in Service	130	130	139	150	150	150

Table 6
SkyTrain: Performance Indicators

Performance Measure	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99
SERVICE EFFICIENCY						
Cost Efficiency						
Operating Cost/Service Hour	$68.01	$64.04	$61.65	$63.81	$63.64	$63.74
Total Cost/Service Hour	$342.62	$322.61	$322.83	$308.88	$298.34	$288.79
Labour Efficiency						
Service Hours/Operator	5,753	5,703	5,801	5,526	5,279	5,425
Service Hours/Employee	1,501	1,666	1,737	1,715	1,706	1,726
Vehicle Efficiency						
Service Hours/Peak Vehicle	4,194	4,619	4,613	4,475	4,471	4,499
Service Kilometres/Service Hour	41.7	40.3	40.3	40.3	40.3	40.3
COST EFFECTIVENESS						
Passenger Costs						
Operating Cost/Revenue Passenger	$1.87	$1.77	$1.61	$1.57	$1.61	$1.63
Total Cost/Revenue Passenger	$9.41	$8.92	$8.46	$7.62	$7.53	$7.38
SERVICE EFFECTIVENESS						
Service Utilization						
Revenue Passengers/Service Hour	36.4	36.1	38.2	40.5	39.6	39.1
Revenue Passengers/Service Kilometre	0.87	0.90	0.95	1.01	0.98	0.97

Table 7
West Coast Express: Operating Statistics

Base Statistic	1995/96	1996/97	1997/98	1998/99
Direct Operating Cost ($)	6,664,005	16,523,860	17,122,618	17,290,490
Debt Service Cost ($)	4,287,792	11,201,545	12,516,413	13,814,313
Total Cost ($)	10,951,797	27,725,405	29,639,031	31,104,803
Revenue Passengers	474,588	1,295,814	1,502,600	1,614,924
Boarded Passengers	546,190	1,439,792	1,669,555	1,794,361
Revenue Service Hours	9,275	23,898	24,896	25,352
Revenue Kilometres	334,655	879,165	925,680	943,213
Total Employees	25	27	28	28
Operators (STA's)	12	12	12	12
Vehicle Maintenance Employees	-	-	-	-
Peak Revenue Vehicles	24	27	28	28
Revenue Vehicles in Service	26	27	28	28

Table 8
West Coast Express: Performance Indicators

Performance Measure	1995/96	1996/97	1997/98	1998/99
SERVICE EFFICIENCY				
Cost Efficiency				
Operating Cost/Service Hour	$718.49	$691.43	$687.77	$682.02
Total Cost/Service Hour	$1,180.79	$1,160.16	$1,190.51	$1,226.92
Labour Efficiency				
Service Hours/Operator	773	1,992	2,075	2,113
Service Hours/Employee	371	882	889	905
Vehicle Efficiency				
Service Hours/Peak Vehicle	386	885	889	905
Service Kilometres/Service Hour	36.1	36.8	37.2	37.2
COST EFFECTIVENESS				
Passenger Costs				
Operating Cost/Revenue Passenger	$14.04	$12.75	$11.40	$10.71
Total Cost/Revenue Passenger	$23.08	$21.40	$19.73	$19.26
SERVICE EFFECTIVENESS				
Service Utilization				
Revenue Passengers/Service Hour	51.2	54.2	60.4	63.7
Revenue Passengers/Service Kilometre	1.42	1.47	1.62	1.71

Tabie 9
West Vancouver Transit: Operating Statistics

Base Statistic	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99
Direct Operating Cost ($)	5,037,124	5,205,570	6,584,267	5,640,211	5,763,799	5,972,468
Debt Service Cost ($)	735,156	704,331	873,396	1,243,570	1,197,920	1,213,532
Total Cost ($)	5,772,280	5,909,901	7,457,663	6,883,781	6,961,719	7,186,000
Revenue Passengers	2,250,282	2,358,134	2,514,033	2,565,460	2,792,452	2,786,984
Boarded Passengers	4,408,065	4,807,114	5,225,444	5,108,893	5,273,640	5,510,907
Revenue Service Hours	71,567	72,963	74,741	78,313	79,306	80,905
Revenue Kilometres	1,689,891	1,720,781	1,761,282	1,834,770	1,860,834	1,889,749
Total Employees	70	71	71	75	74	75
Operators	52	53	54	56	56	58
Vehicle Maintenance Employees	9.3	9.5	9.6	10.9	10.5	9.3
Peak Revenue Vehicles	23	23	23	24	25	25
Revenue Vehicles in Service	28	29	29	29	29	29

Table 10
West Vancouver Transit: Performance Indicators

Performance Measure	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99
SERVICE EFFICIENCY						
Cost Efficiency						
Operating Cost/Service Hour	$70.38	$71.35	$88.09	$72.02	$72.68	$73.82
Total Cost/Service Hour	$80.66	$81.00	$99.78	$87.90	$87.78	$88.82
Labour Efficiency						
Service Hours/Operator	1,366	1,371	1,394	1,398	1,416	1,402
Service Hours/Employee	1,030	1,033	1,047	1,040	1,066	1,076
Vehicle Efficiency						
Service Hours/Peak Vehicle	3,112	3,172	3,250	3,263	3,172	3,236
Service Kilometres/Service Hour	23.6	23.6	23.6	23.4	23.5	23.4
COST EFFECTIVENESS						
Passenger Costs						
Operating Cost/Revenue Passenger	$2.24	$2.21	$2.62	$2.20	$2.06	$2.14
Total Cost/Revenue Passenger	$2.57	$2.51	$2.97	$2.68	$2.49	$2.58
SERVICE EFFECTIVENESS						
Service Utilization						
Revenue Passengers/Service Hour	31.4	32.3	33.6	32.8	35.2	34.4
Revenue Passengers/Service Kilometre	1.33	1.37	1.43	1.40	1.50	1.47

Table 11
handyDART: Operating Statistics and Performance Indicators

Statistic	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99
Operating/Admin. Cost ($)	12,746,991	13,247,547	14,033,681	14,349,189	15,156,358	16,015,641
Debt Service Cost ($)	1,302,270	975,312	1,094,679	1,406,724	1,297,381	1,832,136
Total Cost ($)	14,049,261	14,222,859	15,128,460	15,755,913	16,453,793	17,847,777
Hours of Service	368,096	366,964	373,109	371,804	392,816	407,711
Cost Per Hour	38.17	38.76	40.55	42.38	41.89	43.78
User Trips	794,586	828,075	871,923	866,854	895,616	929,780
Total Passengers[1]	853,657	898,686	940,068	929,234	955,271	993,513
Cost/User Trip	17.68	17.18	17.35	18.18	18.37	19.20
User Trips Per Hour	2.2	2.3	2.3	2.3	2.3	2.3
Passenger Trips/Hour	2.3	2.4	2.5	2.5	2.4	2.4
Vehicles	189	190	198	210	221	226

[1] Total Passenger trips include Attendants and Escorts who travel with handyDART users